



Highland
RIDGE RV

STARCRAFT

IMPORTANT SAFETY RECALL

Safety Recall: May 2024
Jayco Inc. Recall # 24V-310
Mercedes-Benz Recall # 24V-166

NAME
ADDRESS
CITY STATE ZIP

Dear Valued Dealer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Mercedes-Benz AG, the manufacturer of Mercedes-Benz Sprinter vans and the Jayco motorized division, have decided that a defect which relates to motor vehicle safety exists in certain Model Year 2023 Mercedes-Benz Sprinter vehicles. This includes certain model year 2023-2024 Entegra Coach Launch and Jayco Terrain Class B motorhomes. Our records indicate that your vehicle is included in the affected population of vehicles.

Reason for this recall

On certain Sprinter vehicles, the routing of the main wiring harness might contact the drive shaft and chafe, which could result in a short circuit, loss of drive power, power steering, and brake system control. A short circuit increases the risk of a fire. A loss of drive power, power steering, and brake system control increases the risk of a crash.

Recall Remedy

As a precautionary measure, an authorized Mercedes-Benz sprinter dealer will inspect the routing of the main wiring harness on the affected vehicles, reroute and correct it, if necessary. This service will be provided free of charge and take approximately 1 hour to complete.

Our records show the following unit is affected by this recall and is part of the current inventory at your dealership.

VIN

What we need you to do

If you had this Mercedes-Benz recall completed disregard this notice. For additional information and to schedule an appointment, please contact your preferred authorized Mercedes-Benz Sprinter dealer at your earliest convenience. To locate the nearest Mercedes-Benz dealer, visit <https://www.mbvans.com/en/dealers>. Please mention you are scheduling an appointment to inspect the main wiring harness routing under recall Campaign # 2024030019. You may be asked for your 17-digit Vehicle Identification Number (VIN), which for your convenience is located in the body of this letter.

Federal law requires the Recall Remedy be completed on this unit **prior** to customer delivery. Please confirm the unit serial number requires the Recall Remedy using Unit Management in Jayco Partners.

If you sold this unit recently, please contact the owner immediately to inform them of this recall. In addition, please register this unit through Jayco Partners.

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. Should you have any questions, please contact your authorized Mercedes-Benz Sprinter dealer or the Jayco Customer Service Department at 800-283-8267.

We certainly regret this inconvenience; however, our Customers' safety is our most important priority.

Sincerely,
Compliance Management
Jayco Motorized Division