



**IMPORTANT SAFETY RECALL**  
**This Notice Applies to Your Recreational Vehicle «vin»**

**Safety Recall:** April 2024  
**Jayco Inc. 24V-158**  
**Ford Motor Company 24V-102 (24S05)**

Name  
 Address  
 City, St. Zip

Dear Valued Customer:

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

Ford Motor Company and Jayco Inc. motorized division have decided that a defect, which relates to motor vehicle safety, exists on certain model year 2024 Entegra Coach Condor, Expanse, Expanse LI, Jayco Granite Ridge and Soltice Class B and C motorhomes built on certain model year 2023-2024 Ford Transit vehicles.

***Reason for this recall***

On your vehicle, it may have an inadequate amount of lubricant in the rear axle, which is needed to properly coat the internal bearings. Insufficient lubricant may cause the bearings to overheat and fail. You may initially experience grinding noise, bearing whine, a burnt odor, fluid leaks, and/or vibration at various speeds from the rear of the vehicle. If the vehicle continues to be driven, rear wheel lock-up and possible driveshaft separation may occur, resulting in loss of vehicle control or loss of motive power. Driveshaft separation may result in unintended vehicle movement while the vehicle is in Park if the parking brake is not applied. These conditions increase the risk of crash or injury.

***Recall Remedy***

Ford Motor Company has authorized your dealer to inspect the rear axle and add lubricant free of charge (parts and labor). If the dealer inspection determines that the axle bearings or axle assembly need to be replaced, this recall will be considered incomplete until parts are available and a final repair is performed. This repair will be free of charge (parts and labor). The time needed for this inspection is less than one-half day. The time for part replacement will be less than one-half day once parts are available. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

***What we need you to do***

Please call your dealer without delay and request a service date for Recall 24S05. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter. Ford has not issued instructions to stop driving your vehicle under this safety recall. You should contact your dealer for an appointment to have your vehicle remedied as soon as practicable. If you do not already have a servicing dealer, you can access [ford.com/support](http://ford.com/support) for dealer addresses, maps, and driving instructions. Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Therefore, please have this recall performed as soon as possible. **If you already had this Ford recall performed disregard this notice.**

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure the correct parts were used. You may be eligible for a refund of previously paid repairs. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer. Refund requests may also be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you. Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-906-9811.

If you do not own the vehicle that corresponds to the identification number, which appears on the Recall Notification, please return the notification to the Warranty Campaigns Department with any information you can furnish that will assist us in locating the present owner. If you have leased this vehicle, Federal law requires that you forward this notice to the lessee within 10 days.

If you have questions about this recall contact the Ford Customer Relationship Center at 1-866-906-9811 or Jayco Inc. Customer Service at 1-800-283-8267. If you are not able to have the defect remedied without charge and within a reasonable time, you may wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the Vehicle Safety Hotline at (888) 327-4236 (TTY: 800-424-9153); or to <http://www.safercar.gov>.

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

Sincerely,

Compliance Management  
 Jayco Inc. Motorized Division