



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

Safety Recall: April 2024
Jayco Inc. 24V-212
Ford Motor Company 23V-598 (23S48)

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 2023-2024 Entegra Coach Expanse, Expanse LI, Jayco Solstice and Solstice LI Class B motorhomes built on certain model year 2022-2023 Ford Transit vehicles.

Reason for this recall

You may intermittently experience a rear camera blue or black image on the SYNC screen when the vehicle is placed in reverse. Once displayed, the rear camera blue or black image may persist for the remainder of the Ignition ON cycle. Once present, the issue is likely to reoccur on subsequent key cycles. The loss of the rear camera image, while in reverse, increases the risk of a crash.

Recall Remedy

Ford Motor Company has authorized your dealer to replace the rear view camera free of charge (parts and labor). The time needed for this repair is less than one-half day. 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 23S48. 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 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