



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

Safety Recall: July 2024
Jayco Inc. 24V-245
Ford Motor Company 24V-097 (24S07)

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 2020-2022 Entegra Coach Esteem, Odyssey and Jayco Greyhawk, Redhawk and Greyhawk Prestige Class C motorhomes built on certain model year 2021-2022 Ford E-450 vehicles equipped with dual rear wheels.

***Reason for
 this recall***

On your vehicle, the power steering pressure line may be inadequately connected to the brake Hydroboost unit, which may result in a leak or sudden loss of power steering fluid. This Safety Recall, 24S07, supersedes Safety Recall 22S08. Your vehicle has been included in this recall because either 22S08 has not yet been completed or was inspected on or after January 29, 2023. The inspection procedure may not have detected an incomplete connection of the power steering pressure line. Sudden loss of power steering fluid may result in a loss of power steering assist, requiring increased steering effort, and loss of power brake assist, requiring increased force on the pedal to brake, potentially resulting in increased stopping distance. Mechanical braking and steering will still function. A sudden loss of power steering assist and power brake assist increases the risk of a crash.

***Recall
 Remedy***

Parts are now available to repair your vehicle. Ford Motor Company has authorized your Ford dealer to replace the power steering pressure line and Hydroboost jumper line 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. Additional time may be required to allow the engine to cool prior to performing this repair.

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

Please call your Ford dealer without delay and request a service date for Recall 24S07. 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 Ford 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. If you already had this recall performed, disregard this notice.

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 still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to NHTSA.gov. Reference NHTSA Safety Recall 24V097.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. 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.

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

Sincerely,

Compliance Management
 Jayco Inc. Motorized Division