



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

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

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.

***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 at the top of the letter.

If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 business days to comply with Federal Regulations.

If you had already paid to have this recall condition corrected, you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. For more information, contact an authorized Mercedes Benz Sprinter Dealer or call Mercedes Benz at 1-800-367-6372.

Should you have any questions, please contact an authorized Mercedes-Benz Sprinter dealer or Jayco Customer Service at 800-283-8267. If you are unable to get this safety defect remedied without charge and/or within a reasonable amount of time after contacting your Mercedes Benz dealer and Jayco Customer Service, you may submit a complaint to NHTSA. To submit a written complaint contact the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go 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