



Safety Recall:	September 2024
Jayco Inc. 24V-641	
FCA Recall 24V-436 (66B)	

## IMPORTANT SAFETY RECALL

### This Notice Applies to Your Recreational Vehicle «vin»

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.

FCA US, LLC and the Jayco Motorized Division has decided that certain 2023-2025 Entegra Coach Ethos, Ethos LI, ARC, Jayco Swift, Swift LI, and Comet Built on certain 2022-2023 Ram Promaster vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) number 111, "Rear Visibility."

#### *Reason for this recall*

The radio software on your vehicle may prevent the rearview camera image from displaying. A rearview camera image that does not display decreases the driver's visibility, increasing the risk of a crash.

#### *Recall Remedy*

FCA US, LLC will repair your vehicle free of charge (parts and labor). To do this you have two options. **First**, your vehicle's radio software can be reprogrammed remotely using firmware Over The Air (OTA) technology in the near future. By selecting the remote firmware OTA technology option to update your radio software, a visit to your dealership will not be necessary. When prompted, simply select "Update Now" on your radio display to update the software at your convenience. For more information, visit: <https://www.youtube.com/watch?v=ZNad3kwXeBA> for details about the update process for your radio. **Second**, you can take your vehicle to your dealer and your dealer will inspect and if necessary, update the radio software version. If you would like to have your dealer perform the repair, the estimated repair time is about 30 minutes. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. Your time is important to us, so we recommend that you schedule a service appointment to minimize your inconvenience.

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

Call the FCA Recall Assistance Center at 1-800-853-1403. An agent can confirm part availability and help schedule an appointment. Please bring this letter with you to your dealership.

If you have already experienced this specific condition and have paid to have it repaired, you may visit [www.fcarecallreimbursement.com](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

If your dealer does not remedy this condition at no charge, please contact our Customer Service Department at 800-283-8267 or FCA Recall Assistance Center 1-800-853-1403. If you are unable to get this safety defect remedied without charge and/or within a reasonable amount of time after contacting your dealer and Jayco customer service, you may want to contact 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>.

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information. We certainly regret this inconvenience; however, your safety is our most important priority.

Sincerely,  
Compliance Management  
Jayco Inc. Motorized Division