



MERCEDES SPRINTER SLIDER DOOR

Bulletin Type:	SRP	Publication Date:	September 2023
Bulletin #(s):	23-115	Make(s):	Jayco Entegra Coach
Job Code(s):	<i>If affected unit has warranty remaining, submit your claim following the normal process. Repair time allowed should not exceed 20 minutes</i>	Model(s):	Terrain (19Y), Launch (19Y)
Flat Rate(s):		Model Year(s):	2021-2024

Incident:	Sprinter mid-door upper and lower guide pins not aligned causing excessive noise.
Affected Units:	2021-2024 Jayco Terrain (19Y); 2021-2024 Entegra Coach Launch (19Y) built on Mercedes Sprinter chassis.
Parts List:	N/A
Misc. Tools & Supplies:	Screwgun with T30 Torx Bit

SPRINTER SLIDER DOOR REPAIR INSTRUCTIONS

1. With a torque screwdriver and T30 Torx Bit, tighten the door stabilizer receivers to 89 IN/LBS. (Figure 1)
2. With a screwdriver and T30 Torx Bit, loosen the door stabilizer pins on the mid-door slider. The bolts should be snug but not tightened.
3. Shut the slider door and the stabilizer pin brackets should self-align.
4. Open the slider door and tighten the stabilizer pin brackets to 89 IN/LBS. (Figure 1)
5. Shut the door and test drive the vehicle to ensure the noise has gone away.



Fig. 1

Jayco's sole obligation under our limited warranty is to repair or replace defective materials and/or workmanship deemed our responsibility as determined by Jayco in our sole discretion. Jayco reserves the right to use new and/or remanufactured parts or materials of similar quality to complete any work, and to make parts and/or design changes as appropriate without notice to anyone. Jayco designs and/or materials changes are done without obligation to incorporate such changes in previously manufactured product. Jayco makes every reasonable effort to ensure field remedies will not adversely affect performance and/or safety of the unit. This field remedy is not intended to extend to future performance of this RV, or any of its materials, components or parts beyond the standard warranty period. The RV owner's obligation to notify Jayco, or one of its independent, authorized dealers, of a claimed defect does not modify any obligation placed on the RV owner to contact Jayco directly when attempting to pursue remedies under state or federal law.

903 South Main Street • P.O. Box 460 • Middlebury, IN 46540