



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

June 11, 2020

Ms. Terri Tobias
Regulatory Compliance Manager
Jayco, Inc.
903 South Main Street
P.O. Box 460
Middlebury, IN 46540

NEF-150KL
20V-327

Subject: Incorrect Auto-P Information in Operator's Manual

Dear Ms. Tobias:

This letter serves to acknowledge Jayco, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

ENTEGR/QWEST/2019-2020
JAYCO/MELBOURNE/2019-2021
JAYCO/MELBOURNE PRESTIGE/2019-2021

Mfr's Report Date: June 5, 2020

NHTSA Campaign Number: 20V-327

Components:

EQUIPMENT:OTHER:OWNERS/SERVICE/OTHER MANUAL

Potential Number of Units Affected: 666

Problem Description:

Jayco, Inc. (Jayco) is recalling certain 2019-2020 Entegra Qwest and 2019-2021 Jayco Melbourne and Melbourne Prestige Class C motorhomes built on Mercedes-Benz Sprinter chassis. The Operator's Manual may not contain the correct information about how the automatic parking function ("Auto-P") operates.

Consequence:

If the driver relies on the Auto-P function as described in the Operator's Manual, vehicle rollaway or movement may occur, increasing the risk of a crash.

Remedy:

Jayco will notify owners, and Mercedes-Benz or Freightliner Sprinter dealers will provide the correct description of the Auto-P function for the Operator's Manual, free of charge. This recall is expected to begin June 12, 2020. Owners may contact Jayco customer service at 1-800-517-9137 or Sprinter service at 1-877-762-8267. The booklet with correct information is also available online, free of charge.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

We understand that Jayco will not be filing recall completion rates for this recall.

Your contact for this recall will be Kristin Lepper who may be reached by phone at 202-366-5227, or by email at kristin.lepper@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement