



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

1200 New Jersey Avenue SE  
Washington, DC 20590

July 10, 2020

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

NEF-150KL  
20V-388

**Subject:** Front Brake Hoses May Contact Fender Liners

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/2019-2021  
JAYCO/MELBOURNE/2019-2021  
JAYCO/MELBOURNE PRESTIGE/2019-2021

**Mfr's Report Date:** July 2, 2020

**NHTSA Campaign Number:** 20V-388

**Components:**

SERVICE BRAKES, AIR:SUPPLY:HOSES, LINES/PIPING, AND FITTINGS  
STRUCTURE: FRAME AND MEMBERS:UNDERBODY SHIELDS

**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 motorhomes built on Mercedes-Benz Sprinter chassis. The rear part of the fender liner on the front axle may contact and chafe the brake hose, possibly resulting in a loss of brake fluid.

**Consequence:**

Loss of brake fluid can extend the distance needed to stop the vehicle, increasing the risk of a crash.

**Remedy:**

Jayco will notify owners, and Mercedes Sprinter dealers will inspect and replace the brake hoses, and the fender liners will be modified, free of charge. The recall is expected to begin July 17, 2020. Owners may contact Jayco customer service at 1-800-517-9137.

**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](http://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 assume that Jayco will not be filing the required quarterly recall completion rates for this campaign. Please let us know if our assumption is incorrect.

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](mailto:kristin.lepper@dot.gov). We look forward to working with you.

Sincerely,



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