



IMPORTANT SAFETY RECALL

**Safety Recall: September 2022
Jayco Inc. Recall # 22V-663
Mercedes-Benz Recall # 22V-131**

«Name»
«Address»
«City», «State» «ZIP»

Dear Valued Dealer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Mercedes-Benz AG (“MBAG”), the manufacturer of Sprinter vans and the Jayco motorized division have decided that a defect which relates to motor vehicle safety exists in certain Model Year (“MY”) 2021 Mercedes-Benz Sprinter vehicles. This includes certain model year 2021 and 2022 Entegra coach Qwest Class C, Jayco Melbourne, and Melbourne Prestige Class C motorhomes. Our records indicate that your vehicle is included in the affected population of vehicles.

Reason for this recall

The shim on the torsion bar was incorrectly installed, due to a supplier error, which could result in fatigue fracture, reducing the vehicle stability. Loss of vehicle stability could increase the risk of a crash.

Recall Remedy

An authorized Mercedes-Benz dealer will inspect and replace the torsion bar linkage and mounting hardware, if necessary, on the affected vehicles. This could take approximately 1 hour. This service will be provided free of charge.

What we need you to do

For additional information and to schedule an appointment, please contact your preferred authorized Mercedes-Benz Sprinter dealer at your earliest convenience. To locate authorized dealers see <https://www.mbvans.com/en/dealers>. Please mention you are scheduling an appointment to replace torsion bar linkage and mounting hardware under Recall Campaign # 2022080004. You may be asked for the 17-Digit Vehicle Identification Number (VIN) which for your convenience is located below.

«Serial number»

Federal law requires the Recall Remedy be completed on this unit **prior** to customer delivery.

Please confirm the unit serial number requires the Recall Remedy using Unit Management in Jayco Partners.

If you sold this unit recently, please contact the owner immediately to inform them of this recall. In addition, please register this unit through Jayco Partners.

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Should you have any questions, please contact your authorized Mercedes-Benz Sprinter dealer or Jayco Customer Service Department at 800-283-8267.

We certainly regret this inconvenience; however, our Customers’ safety is our most important priority.

Sincerely,
Compliance Management
Jayco Motorized Division

