



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

**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.

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 your 17-Digit Vehicle Identification Number (VIN) which for your convenience is located at the top of this letter.

If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 business days to comply with Federal Regulations.

If you had this repair completed prior to receipt of this recall notice, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information, contact Jayco Customer Service at 800-283-8267.

Should you have any questions, please contact your authorized Mercedes-Benz Sprinter dealer or Jayco Customer Service Department at 800-283-8267. If you are unable to get this safety defect remedied without charge and/or within a reasonable amount of time after contacting your Mercedes Benz 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>.

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

Sincerely,

Compliance Management  
 Jayco Motorized Division