



<b>Safety Recall: June 2023</b> <b>Jayco Inc. Recall # 23V-390</b> <b>Mercedes-Benz Recall # 23V-204</b>
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**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 Mercedes-Benz Sprinter vans and the Jayco Motorized Division, have decided that a defect which relates to motor vehicle safety exists in certain Model Year (“MY”) 2019-2022 Mercedes-Benz Sprinter vehicles. This includes certain model year (“MY”) 2020-2021 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***

On certain Sprinter vehicles, the instrument cluster might fail to display upon vehicle start up. A blank instrument cluster will not show critical information such as speed, the fuel gauge, warning lights and warning messages, as well as acoustic warnings, increasing the risk of a crash.

***Recall Remedy***

An authorized Mercedes-Benz Sprinter dealer will update the instrument cluster software on the affected vehicles. This could take approximately 30 minutes. This service will be provided free of charge.

***What we need you to do***

If you had this Mercedes-Benz recall completed disregard this notice. For additional information and to schedule an appointment, please contact your preferred authorized Mercedes-Benz Sprinter dealer at your earliest convenience. To locate the nearest Mercedes-Benz dealer, visit <https://www.mbvans.com/en/dealers> or call 800-367-6372. Please mention you are scheduling an appointment to update instrument cluster software under Recall Campaign # 2023040007. 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 an authorized Mercedes-Benz Sprinter Dealer or you can contact Jayco Customer Service at 800-283-8267 for assistance.

Should you have any questions, please contact an authorized Mercedes-Benz Sprinter dealer or Jayco Customer Service 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 submit a complaint to 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 Inc. Motorized Division