

To:

Mercedes-Benz USA, LLC
Attn: Vehicle Safety Division
One Mercedes-Benz Drive
Sandy Springs, GA 30328

Cc:

National Highway Traffic Safety Administration (NHTSA)
Office of Vehicle Safety Compliance
1200 New Jersey Avenue SE
Washington, D.C. 20590

Subject: Urgent Safety Concern: Crosswind Assist System – 2020 Mercedes-Benz Sprinter 3500 Airstream B-Class RV (VIN: [REDACTED])

To Whom It May Concern:

I am writing to formally raise a critical safety concern regarding the performance and behavior of the Crosswind Assist system in my 2020 Mercedes-Benz Sprinter 3500, upfitted by Airstream as a B-Class RV. This vehicle, identified by VIN [REDACTED] exhibited behavior that I believe constitutes a significant and potentially dangerous flaw in its integrated driver-assistance programming.

During a westbound trip from Minnesota to Nevada—traversing high-wind corridors in South Dakota, Wyoming, Nebraska and Utah—the Crosswind Assist system activated on multiple occasions while overtaking large trucks during gusty wind conditions. The system appeared to override driver input by abruptly applying the brakes and modulating throttle response. On several particular occasions, this intervention forced our vehicle laterally toward a semi-truck in the adjacent lane while simultaneously initiating a hard brake event. This caused not only a near side-impact collision but also a chain reaction behind us, as trailing vehicles panic-braked, narrowly avoiding a rear-end collisions.

This level of autonomous intervention, especially under highway-speed wind shear, presents what I consider a severe safety risk to occupants and other motorists. No reasonable amount of driver anticipation, route planning, or wind-speed awareness could have prevented the unintended and forceful application of braking and steering commands we experienced.

Upon referring to the owner's manual and engaging in discussions on several Airstream and Sprinter-owner forums, I discovered that other owners have experienced similar incidents. Some users referenced the ability to disable the system through authorized Mercedes-Benz diagnostic software. Based on this information, I scheduled a service appointment at **Mercedes-Benz of Farmington, Utah** on **March 17**, service invoice [REDACTED].

The service team was responsive, professional, and thorough. They confirmed that the Crosswind Assist system was functioning "within factory parameters" and offered no indication of malfunction. However, the fact that this system is operating as intended under these dangerous

12

circumstances only deepens my concern. When asked if the system could be disabled or reprogrammed, the dealership advised that such a request would require higher-level authorization and potentially several days of coordination with MBUSA—a timeline that was incompatible with our limited travel window.

I subsequently contacted the 800 Mercedes-Benz Customer Assistance Center to expedite this request. The agent informed me that MBUSA does not expedite such matters and that any prioritization must be initiated by the servicing dealer—further limiting any immediate resolution.

As a result, we were forced to continue our trip under highly cautious conditions, only traveling during periods of minimal wind. This compromised both our travel safety and the integrity of our travel plans.

My request is as follows:

1. **Immediate clarification** on whether the Crosswind Assist system can be legally and safely disabled or modified in a Sprinter 3500 RV application—specifically in units where the vehicle retains manufacturer-approved weight distribution but features altered aerodynamics due to RV upfitting.
2. **If so**, I request written guidance authorizing a Mercedes-Benz dealership to perform this correction **at no cost**, including full reimbursement for any out-of-pocket diagnostic or service expenses already incurred in pursuit of this issue.

To be clear, **Mercedes-Benz of Farmington** provided exceptional service and displayed full candor throughout this process. However, the engineering logic behind the current configuration of this system, and its inability to differentiate between beneficial intervention and hazardous interference under RV-specific aerodynamic profiles, must be reconsidered.

Thank you for your time and prompt attention to this matter. I can be reached at [REDACTED] or [REDACTED] for any clarification or follow-up.

Sincerely,

[REDACTED] s.t.
Dayton, MN
[REDACTED]

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