



# Forest River, Inc.

55470 County Road 1, P.O. Box 3030, Elkhart, Indiana 46515-3030

## IMPORTANT SAFETY RECALL

Date: <<DATE>>

National Highway Traffic Safety Administration Recall Number; **Daimler Vans, LLC: 16V077**

National Highway Traffic Safety Administration Recall Number; Forest River: 16V267

Transport Canada Recall Number: N/A

Forest River Campaign Recall Number: 51-04262016-0182

PLACE OWNER ADDRESS HERE  
USING THE MAIL MERGE GUIDE

This **Interim Notice** applies to your vehicle VIN listed above.

Dear Forest River and Coachmen Owner and Dealer:

This interim notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Forest River has decided that a defect which relates to motor vehicle safety exists in certain 2007 through 2014 model-year Freightliner and 2010 through 2014 Mercedes-Benz Sprinter, Cab Chassis Vans. A copy of the Mercedes-Benz or Freightliner interim owner notification letter is enclosed for your convenience.

### **What is the defect?**

The Mercedes-Benz and Freightliner Sprinter vehicles mentioned above are equipped with driver-side airbags produced by Takata. Based on information provided by Takata, during normal airbag deployment, under certain circumstances, the driver-side airbag inflator housing in your vehicle may rupture due to excessive internal pressure. This condition is more likely to occur if your vehicle has been exposed to high levels of absolute humidity for extended periods of time. A driver-side inflator rupture during deployment could result in metal fragments striking the driver or other occupants, possibly causing serious injury or death.

### **Evaluation of the risk of the vehicle related to the recall.**

A driver-side inflator rupture during deployment could result in metal fragments striking the driver or other occupants, possibly causing serious injury or death.

### **What is Forest River doing?**

Forest River is sending you, the registered Owner of Record, an interim notification of the recall because repair parts are not available at this time. Please note, Forest River is not the manufacturer of the vehicle chassis and cannot perform the repair. You must contact Freightliner or Mercedes-Benz directly to make arrangements to have your vehicle repaired.

### **What are Freightliner and Mercedes-Benz doing?**

Please see the enclosed interim owner notification letter from Freightliner or Mercedes-Benz. Their Customer Service Phone Number for Takata airbag related issues is: 1-877-496-3691. You may also wish to visit [www.freightlinersorinterusa.com/freightliner/owners-resources/recall](http://www.freightlinersorinterusa.com/freightliner/owners-resources/recall) or [www.Mercedes-Benzsorinterusa.com/Mercedes-Benz/owners-resources/recall](http://www.Mercedes-Benzsorinterusa.com/Mercedes-Benz/owners-resources/recall) (click on the link "Takata Airbag Inflator Recall") for the latest information on this action. For additional questions about this recall, please visit [www.mbusa.com](http://www.mbusa.com), and select "Contact Us," to view our Frequently Asked Questions (keyword "Takata"). To contact the Mercedes-Benz Customer Assistance Center, use the "Email/Write" section under Customer Support.

### **What should you do?**

At this time, you do not need to take any further action. As soon as parts become available for your vehicle, you will receive a second letter which advises you on how to have your vehicle repaired.



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## IMPORTANT SAFETY RECALL

### What if you no longer own this vehicle?

Please read and follow Freightliner and Mercedes-Benz's change of address instructions and mail it directly to Freightliner or Mercedes-Benz in the enclosed envelope.

**Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

If you are still having difficulty getting your vehicle/towable repaired in a reasonable amount of time or without change, you may write to the following address:

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Ave, S.E.  
Washington, D.C. 20590

Or you may call the toll-free Vehicle Safety  
Hotline at 1-888-327-4236 or  
(TTY: 1-800-424-9153)  
Or visit [www.safercar.gov](http://www.safercar.gov) and search

Forest River Recall ID: 16V267

**Freightliner and Mercedes-Benz Recall ID: 16V077**

Sincerely,

Forest River, Inc.  
Director & Engineer  
Office of Corporate Compliance



Mercedes-Benz

**IMPORTANT SAFETY RECALL, 2016020010**  
**This interim notice applies to your vehicle,**

**Driver-side Airbag Module**  
**NHTSA Recall # 16V-077**

Mercedes-Benz USA, LLC

Bernhard J. Glaser  
Vice President &  
Managing Director  
Vans USA

April, 2016

2016020010



Dear Valued Mercedes-Benz Sprinter Owner:

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

Daimler Vans USA has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2010-2014 Mercedes-Benz Sprinter vehicles, based on the defect decision of TK Holdings, Inc ("Takata") regarding certain airbags produced by Takata. I want to assure you that Daimler Van USA, through our parent company Daimler AG, is taking all necessary measures to remedy this situation for you.

The Mercedes-Benz Sprinter vehicles mentioned above are equipped with driver-side airbags provided by Takata. During normal airbag deployment, under certain circumstances, the driver-side airbag inflator housing in your vehicle may rupture due to excessive internal pressure. This condition is more likely to occur if your vehicle has been exposed to high levels of absolute humidity for extended periods of time. A driver-side inflator rupture during deployment could result in metal fragments striking the driver or other occupants, possibly causing serious injury or death.

In late January 2016, Takata, the manufacturer of your driver-side airbag inflator, informed the National Highway Traffic Safety Administration (NHTSA) of the problem. We quickly went into action to work with NHTSA and Takata, to define a remedy. Unfortunately, unlike other parts used in manufacturing, redesign of an airbag module is a time-intensive effort given the time needed for sourcing, design, testing, certifying and manufacturing requirements. As a result, it will take us time to go through these stages in a manner that ensures the highest level of safety, durability and quality that we can provide to our customers.

As soon as a suitable replacement part is tested and available for your vehicle's driver-side airbag, we will send a second letter notifying you to bring your vehicle in to your local Authorized Mercedes-Benz Sprinter dealer to have this work done free of charge. Until this time, there is no action required on your part.

You may also wish to visit [www.Mercedes-Benzsprinterusa.com/Mercedes-Benz/owners-resources/recall](http://www.Mercedes-Benzsprinterusa.com/Mercedes-Benz/owners-resources/recall) (click on the link "Takata Airbag Inflator Recall") for the latest information on this action. For additional questions about this recall, please visit [www.mbusa.com](http://www.mbusa.com), and select "Contact Us," to view our Frequently Asked Questions (keyword "Takata"). To contact the Customer Assistance Center, use the "Email/Write" section under Customer Support, or by calling our Takata hotline at 1-877-496-3691.

Please accept our sincerest apologies for the inconvenience and uncertainty, and trust that we are doing all we can given an unanticipated situation that we, along with much of the industry, are now faced with. You have the commitment of the entire Mercedes-Benz Sprinter organization that there will be no higher priority than resolving this issue and doing everything within our means to ensure your safety and peace of mind.

Please note: If you are no longer the vehicle owner, or have a change of address, please complete the reverse side of this letter and return it in the enclosed envelope. If this is a leased vehicle and the lessor and registered owner receives this notice, please forward this information by first class mail to the lessee within 10 days to comply with Federal Regulations.

Once again, we are truly thankful for your loyalty and appreciative of your understanding as we work to resolve this.

Sincerely,

Mercedes-Benz USA, LLC  
303 Perimeter Center North  
Suite 202  
Atlanta, GA 30346  
Phone (770) 705-0600  
Fax (770) 705-0117  
[www.MBUSA.com](http://www.MBUSA.com)

**IMPORTANT**

**IF FOR ANY REASON YOU DO NOT NOW OWN THIS VEHICLE OR HAVE A CHANGE OF ADDRESS, PLEASE COMPLETE THE SECTION BELOW, PLACE IN THE ENCLOSED ENVELOPE, AND DROP IN ANY MAIL BOX. IF POSSIBLE, PROVIDE THE NAME AND ADDRESS OF THE PRESENT OWNER SO THAT WE MAY CONTACT THEM.**

- SCRAPPED**
- STOLEN**
- OTHER** \_\_\_\_\_
- SOLD**                                   **I HAVE SOLD THE VEHICLE TO:**
- MY NEW ADDRESS IS:**

**NAME** \_\_\_\_\_

**STREET** \_\_\_\_\_ **APT.** \_\_\_\_\_

**CITY** \_\_\_\_\_ **STATE** \_\_\_\_\_ **ZIP** \_\_\_\_\_

**PHONE** \_\_\_\_\_

**THANK YOU FOR YOUR COOPERATION**

**IMPORTANT SAFETY RECALL, 2016020010**  
**This interim notice applies to your vehicle,**

**Driver-side Airbag Module**  
**NHTSA Recall # 16V-077**

**Daimler Vans USA, LLC**

A Daimler Company

**Bernhard J. Glaser**

Vice President &  
Managing Director  
Vans USA

April, 2016

2016020010



Dear Valued Freightliner Sprinter Owner:

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

Daimler Vans USA has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2007-2014 Freightliner Sprinter vehicles, based on the defect decision of TK Holdings, Inc ("Takata") regarding certain airbags produced by Takata. I want to assure you that Daimler Van USA, through our parent company Daimler AG, is taking all necessary measures to remedy this situation for you.

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As soon as a suitable replacement part is tested and available for your vehicle's driver-side airbag, we will send a second letter notifying you to bring your vehicle in to your local Authorized Freightliner Sprinter dealer to have this work done free of charge. Until this time, there is no action required on your part.

You may also wish to visit [www.freightlinersprinterusa.com/freightliner/owners-resources/recall](http://www.freightlinersprinterusa.com/freightliner/owners-resources/recall) (click on the link "Takata Airbag Inflator Recall") for the latest information on this action. For additional questions about this recall, please visit [www.mbusa.com](http://www.mbusa.com), and select "Contact Us," to view our Frequently Asked Questions (keyword "Takata"). To contact the Customer Assistance Center, use the "Email/Write" section under Customer Support, or by calling our Takata hotline at 1-877-496-3691.

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Once again, we are truly thankful for your loyalty and appreciative of your understanding as we work to resolve this.

Sincerely,

A handwritten signature in black ink, appearing to read "B. Glaser", written over a faint, illegible printed name.

Daimler Vans USA, LLC  
303 Perimeter Center North  
Suite 202  
Atlanta, GA 30346  
(770) 705-0600

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**SCRAPPED**

**STOLEN**

**OTHER** \_\_\_\_\_

**SOLD** **I HAVE SOLD THE VEHICLE TO:** \_\_\_\_\_

**MY NEW ADDRESS IS:**

**NAME** \_\_\_\_\_

**STREET** \_\_\_\_\_

**APT.** \_\_\_\_\_

**CITY** \_\_\_\_\_

**STATE** \_\_\_\_\_

**ZIP** \_\_\_\_\_

**PHONE** \_\_\_\_\_

**THANK YOU FOR YOUR COOPERATION**



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL      PERMIT NO. 37      MONTVALE NJ

POSTAGE WILL BE PAID BY ADDRESSEE

ATTN: CUSTOMER ADVOCACY  
CUSTOMER ASSISTANCE CENTER  
MERCEDES-BENZ USA LLC  
PO BOX 350  
MONTVALE NJ 07645-9978

