

VANCRAFT

VanCraft LLC

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, W1W4EBHYXLT [REDACTED].
NHTSA Recall No. **24V854**

12/18/2024

Dear [REDACTED],

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

VanCraft LLC has decided that certain 2003-2024 VanCraft Sprinter Campervan vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 110 - "Tire selection and rims" and 567 - "Certification"

WHY DOES MY VEHICLE NEED REPAIRS?

Your campervan was sold without the proper labeling stickers to represent the accurate manufacturing, occupant, and cargo capacity loading information, which can lead to increased chance of injury or crash related to overloading the vehicle.

WHAT WILL YOUR DEALER DO?

In this mailing envelope and notice, you will find the two (2) missing sticker labels and installation instructions for proper application onto your VanCraft campervan. If you cannot install the labels yourself, please contact VanCraft to schedule an appointment at your nearest service facility to have this service performed for you free of charge.

WHAT SHOULD YOU DO?

Please follow the below instructions to properly apply the two (2) sticker labels onto your campervan.

The two (2) included labels shall be affixed to either the hinge pillar, door-latch post, or the door edge that meets the door-latch post, next to the driver's seating position, or if none of these locations is practicable, to the left side of the instrument panel. If that location is also not practicable, the label shall be affixed to the inward-facing surface of the door next to the driver's seating position. Please do not remove or cover any existing labels on your campervan.

If you have any questions, please contact VanCraft or schedule an appointment for your free repair as soon as possible. To find your nearest dealer, visit van-craft.com or reach out to customer support at 385-515-0948 or support@van-craft.com

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WHO SHOULD YOU CONTACT WITH FURTHER QUESTIONS OR CONCERNS?

If you have questions or concerns about this recall, please contact VanCraft Customer Service at 385-515-0948, or visit our website at www.van-craft.com/contact.

If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to:

Administrator
National Highway Traffic Safety
Administration
1200 New Jersey AVE SE
Washington, DC 20590

You may also call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

WHAT IF YOU ARE A LESSOR?

Federal law requires that you forward a copy of this safety recall notice to the lessee within 10 days.

WHAT IF YOU HAVE ALREADY PAID FOR THIS REPAIR?

You may be eligible to receive a reimbursement for the cost of repairs made prior to receiving this notice. You may submit your receipts along with the attached Reimbursement Request Form online at support@van-craft.com or by mail to 2111 S 1260 W, Salt Lake City, UT 84119.

WHAT IF YOU NO LONGER OWN THE VEHICLE?

If you no longer own the vehicle please contact Customer Support at support@van-craft.com or 385-515-0948.

We apologize for any inconvenience and thank you for your attention to this safety matter.

Sincerely,

VanCraft Support Team
385-515-0948
support@van-craft.com