

VANCRAFT

VanCraft LLC

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, W1W4EBHYXLT [REDACTED].
NHTSA Recall No. **24V855**

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 2014-2024 VanCraft Sprinter Campervan vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 207 and 210, “Seating systems” and “Seat belt assembly anchorages”.

WHY DOES MY VEHICLE NEED REPAIRS?

The rear bench type-1 seat belts are not installed with the proper anchoring hardware, the rear bench seating requires reinforced mounting plates, and the rear bench frame is not properly reinforced, which can lead to severe injury or death, for occupants using the bench seat, in the event that your vehicle is involved in a crash, without prior warning.

WHAT WILL YOUR DEALER DO?

Your authorized dealer service center will install the required anchoring hardware and reinforcement hardware free of charge. The repair should take approximately 3 hours to complete. However, due to scheduling, your dealer may require your vehicle for longer. Your dealer should be able to provide a more accurate repair estimate.

IMPORTANT SAFETY INFORMATION

For your protection, please read and adhere to the following safety warning and instructions:

Do not allow any occupants to use the bench seating system while the vehicle is in motion. The current bench seating configuration presents a risk of injury or death if occupied during travel. We urge you to follow this guideline strictly to ensure everyone’s safety.

WHAT SHOULD YOU DO?

Please contact VanCraft and 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