

SERVICE BULLETIN



DEPARTMENT OF COMPLIANCE
VEHICLE SAFETY AND RECALL MANAGEMENT
BUILDING 11
423 N MAIN ST
MIDDLEBURY, INDIANA 46540-9218

Technical Service Bulletin: 51-0660

- o Integrity
- o Safety
- o Quality
- o Customer Service

April 23, 2018

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2014 – 2015 Solera, 2015 - 2017 Forester, 2016 – 2017 Prism, 2017 Isata and 2015 – 2017 Sunseeker Class C motorhome recreational vehicles. Please carefully review the attached document pertaining to your vehicle.

WHAT IS THE ISSUE?

According to the attached letter from Daimler AG/Mercedes-Benz; "Daimler AG (DAG), the manufacturer of the Mercedes-Benz Sprinter vehicles, has determined that the glass cover of the exhaust gas temperature sensor (upstream of turbocharger B16/11) on certain Model Year 2011 – 2015 Sprinter vans could break when exposed to extreme high or low temperatures. This could result in incorrect temperature sensor readings. If this occurs the "Check Engine" light will be illuminated and the vehicle will experience a loss of power and enter into a limp home mode."

OWNERS: WHAT SHOULD YOU DO?

Please review the included document from Daimler AG/Mercedes-Benz.

DEALERS: WHAT SHOULD YOU DO?

Please review the included document from Daimler AG/Mercedes-Benz.

MAY FOREST RIVER ASSIST YOU FURTHER?

CONTACT	PHONE
CUSTOMER SERVICE	(800) 387-0100

PLEASE NOTE: FEDERAL LAW REQUIRES THAT ANY VEHICLE LESSOR RECEIVING THIS SERVICE BULLETIN NOTICE MUST FORWARD A COPY OF THIS NOTICE TO THE LESSEE WITHIN TEN DAYS.

Sincerely,

Forest River, Inc.
Engineer

Office of Corporate Compliance

Mercedes-Benz

Mercedes-Benz Canada Inc.
A Daimler Company

Warranty Extension
WDABF4CC8E9

January 31, 2018

Dear Mercedes-Benz Owner,

Daimler AG (DAG), the manufacturer of Mercedes-Benz Sprinter vehicles, has determined that the glass cover of the exhaust gas temperature sensor (upstream of turbocharger B16/11) on certain Model Year 2011 - 2015 Sprinter vans could break when exposed to extreme high or low temperatures. This could result in incorrect temperature sensor readings. If this occurs the "Check Engine" light will be illuminated and the vehicle will experience a loss of power and enter into limp home mode.

In our continuing efforts to assure the proper performance of Mercedes-Benz Sprinter products and to ensure the satisfaction of our customers, Mercedes-Benz Canada Inc. (MBC) has decided to extend the emissions warranty for the temperature sensor (upstream of turbocharger B16/11) in your vehicle from the original 5 years/160,000 km (whichever occurs first) to 10 years/200,000 km.

This warranty extension applies to the vehicle regardless of ownership. If during this period, your vehicle should experience temperature sensor failure as described above, this warranty extension would cover the necessary repairs to correct those conditions.

Any repairs made under this warranty extension must be performed by an authorized Mercedes-Benz dealership. This warranty extension is only applicable to temperature sensor (upstream of turbocharger B16/11). Any other temperature sensors are not covered by this extended warranty. Furthermore, this warranty extension does not cover any other components of the exhaust or emission control systems or otherwise extend any other warranty coverage on your vehicle. Standard warranty terms and exclusions apply to all other components.

In order to ensure that your vehicle's emission control system continues to perform properly, DAG recommends that you pay particular attention to illumination of the "Check Engine" light.

Please keep this letter with your vehicle's other warranty information for future reference.

We hope that you are enjoying your Mercedes-Benz Sprinter and we apologize for any inconvenience you may experience as a result of this issue.

Should you have any questions or concerns regarding this program, please contact us at 1-800-387-0100.

Sincerely,

Blair Creed
Vice -President, Customer Services