

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 51-1083

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

<<OWNER NAME/DEALERNAME>>
<<ADDRESS>>
<<CITY>>, <<ST>> <<ZIP-XXX>>

September 9, 2019

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2017 through 2020 – Forester Class C Motorhomes, 2018 through 2020 – Isata Class C Motorhomes, 2018 through 2020 – Prism Class C Motorhomes and 2017 through 2020 – Sunseeker Class C Motorhome recreational vehicles. Please see the attached information below, which describes the issue and provides you with details on the steps you should take to have your vehicle repaired.

WHAT IS THE ISSUE?

Per Daimlers Notice: “DAG has determined that on certain Model Year 2016-2018 Sprinter vehicles, humidity from the atmosphere may enter the sensor through the EGR valve intermediate flange, pores in the aluminum shell or the sensor lid via a capillary type action. This may depending on the degree of humidity, cause an electrical short circuit and the corrosion of the sensor.”

WHAT SHOULD YOU DO?

Per Daimlers Notice: “Any repairs made under this warranty extension must be performed by an authorized Mercedes-Benz dealership. 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 our continuing efforts to assure the proper performance of Mercedes-Benz products, their compliance to local laws and regulations, and to ensure the satisfaction of our customers, Mercedes-Benz Canada Inc. (MBC) has decided to extend the standard warranty for the EGR valve to a period of 10 years/192,000 km (whichever occurs first). Within the extended warranty period, the repair measures will be performed free of charge for the vehicle owners.”

HOW LONG WILL THE REMEDY PROCESS TAKE?

The estimated time of repair is unknown. The dealership may need to keep your vehicle or schedule an appointment with you for a later date to fit into their regular service schedule.

DEALERS: WHAT SHOULD YOU DO?

See the attached service instructions.

CONTACT	EMAIL
CUSTOMER ASSISTANCE	cs.can@cac.mercedes-benz.com

Sincerely,

Forest River, Inc.
Engineer
Office of Corporate Compliance

Forest River Inc.
900 CO Rd PO Box 3030
Elkhart, IN
46515-3030

ECCC # ECR-M0002-19-005/006
Warranty Extension
Accounting # 14314 /-5
AFFECTED VIN LIST ATTACHED

September, 4th 2019

Re: Exhaust Gas Recirculation (EGR) valve

This notice is sent to you in accordance with the requirements of the Canadian Environmental Protection Act, 1999.

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that a defect related to a motor vehicle emissions control system may exist on certain Model Year 2016-2018 Sprinter models. Mercedes-Benz Canada Inc. (MBC) therefore has initiated a voluntary warranty extension related to the Exhaust Gas Recirculation (EGR) valve on these vehicles. Our records indicate one or more vehicle(s) that you obtained from Mercedes-Benz as being included in the affected population. A VIN list of such vehicle(s) is attached to this notice for your reference.

DAG has determined that on certain Model Year 2016-2018 Sprinter vehicles, humidity from the atmosphere may enter the sensor through the EGR valve intermediate flange, pores in the aluminum shell or the sensor lid via a capillary type action. This may, depending on the degree of humidity, cause an electrical short circuit and the corrosion of the sensor. As a result, the feedback signal from the valve to the engine control unit (ECU) may fail. This may cause the EGR valve to be switched-off and the vehicle to experience a loss of power and enter a limp home mode. The check engine light will illuminate and remain illuminated until the vehicle is serviced.

Furthermore, the space between the EGR valve wing and the valve seat may be insufficient. As a result, these two parts will rub against each other, which over the lifetime of the vehicle will result in the valve becoming notchy and therefore in jerky driving performance of the vehicle, the check engine light will not illuminate.

In our continuing efforts to assure the proper performance of Mercedes-Benz products, their compliance to local laws & regulations, and to ensure the satisfaction of our customers, Mercedes-Benz Canada Inc. (MBC) has decided to extend the standard warranty for the EGR valve to a period of 10 years/192,000 km (whichever occurs first). Within the extended warranty period, the repair measures will be performed free of charge for the vehicle owners.

Any repairs made under this warranty extension must be performed by an authorized Mercedes-Benz dealership. 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.

Should you have any additional questions or concerns after contacting your authorized Mercedes-Benz dealer, please contact Customer Assistance at cs.can@cac.mercedes-benz.com.

Sincerely,



Blair Creed
Vice-President, Customer Services

Forest River Inc.
900 CO Rd PO Box 3030
Elkhart, IN
46515-3030

ECCC # ECR-M0002-19-005/006
Warranty Extension
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CUSTOMER IDENTIFICATION

If you no longer own one or more vehicles listed in the attachment, please select the appropriate box below and provide additional information to update our records accordingly. Please complete this form and email it back to recalls-rappels@mercedes-benz.ca **including the list of VINs no longer owned by your company. If you still own these vehicles and have not changed your address, you can discard this form.**

Select one:

- I am no longer the owner of this vehicle
- I returned the vehicle(s), as per attached list, back to Mercedes-Benz at the end of my lease/trade-in
- Other: _____

Name: Mr. Ms.
 Mrs Other: _____

Apt #: _____ Address: _____

City, Province,
Postal Code: _____

Phone Number: (_____) - _____ - _____

Email Address: _____

Signature and Date