

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 51-1233
Mercedes Service Campaign: 202008012

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

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

09/28/2020

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2020 – 2021 Battisti Coach, Forester, Sunseeker, Dynamax Isata, Coachmen Galleria and Coachmen Prism motorhome recreational vehicles. Please see the 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?

An intermittent connection may occur between the connector block of the electronic control unit (“ECU”) and the connector pins for the Supplemental Restraint System (“SRS”) wiring harness. The SRS may detect resistance, which could lead to warning lights illuminating on the instrument cluster.

OWNERS AND DEALERS: WHAT SHOULD YOU DO?

For additional information and to schedule your appointment please contact your preferred authorized Mercedes-Benz dealer at your earliest convenience. To locate authorized dealers see www.mbvans.com/sprinter/shopping-tools/find-a-dealer

What is the Mercedes Customer Service Phone Number? (800) 367-6372

HOW LONG WILL THE REMEDY PROCESS TAKE?

The estimated time of repair is 2.0 hours. However, 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.

WHAT IF YOU HAVE PREVIOUSLY PAID FOR REPAIRS TO YOUR VEHICLE FOR THIS PARTICULAR CONDITION?

If you have already paid for a repair that is within the scope of this service bulletin, you may be eligible for a refund of previously paid repairs. Refunds will only be provided within the scope of this Technical Service Bulletin.

Please send the service invoice to the following address:

Mercedes
One Mercedes Benz Dr.
Sandy Springs, GA 30328

Sincerely,

Forest River, Inc.
Engineer
Office of Corporate Compliance



SERVICE CAMPAIGN # 2020080012
Clean SRS ECU Contacts

Mercedes-Benz USA, LLC

Robert Veit
Managing Director
Vans USA

September 2020

2020080012
See Attached List for Affected VINs
Tim Graber
900 County Road 1 N
Elkhart, IN 46514-8992

Dear Valued Mercedes Benz Sprinter Owner:

In our continuing efforts to ensure the proper performance and quality of your vehicle, we are writing to inform you about a Service Campaign for your Sprinter Van. Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes Benz Sprinter vans, has determined that on certain Sprinter vehicles, an intermittent connection may occur between the connector block of the electronic control unit ("ECU") and the connector pins for the Supplemental Restraint System ("SRS") wiring harness. The SRS control unit might detect increased resistance in various ignition circuits (e.g. driver/front passenger airbag, seat belt tensioner) which could lead to illumination of a warning message (yellow) and warning lamp (red) in the instrument cluster. Note that the function of the SRS is not impaired.

An authorized Mercedes-Benz Sprinter dealer will inspect and clean SRS ECU contacts according to specification. This service will be provided free of charge. We are dedicated to always delivering the best customer experience, and respect for your time is a top priority. While the minimum repair time can be up to approximately 2 hours, your dealer can provide you with a better estimate of the overall time for this service visit. As a matter of normal service process, an authorized Mercedes-Benz Sprinter dealer will also check for other repair measures which might be applicable to your vehicle which may increase the required working time.

What should YOU DO?



To find the most convenient authorized Mercedes-Benz dealer from your smartphone, scan the QR code to the left.

For additional information and to schedule an appointment, please contact your preferred authorized Mercedes-Benz dealer at your earliest convenience. To locate authorized dealers see www.mbvans.com/sprinter/shopping-tools/find-a-dealer. **Please mention you are scheduling an appointment to Clean SRS ECU contacts under Service Campaign # 2020080012**

You may be asked for your 17-digit Vehicle Identification Number (VIN), which for your convenience is located above your name at the top of this letter.

In the event that you are no longer the vehicle owner, or have had a change of address, please complete the reverse side and return the updated information in the enclosed envelope.

Should you have any questions or encounter any difficulty regarding this Service Campaign, please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to remedy your situation, we are always happy to hear from you. Please contact us at 1-(800) FOR-MERCEDES (1-800-367-6372).

We apologize for any inconvenience this situation may cause you.

Sincerely,

Mercedes-Benz USA, LL
A Mercedes-Benz AG Compar
One Mercedes-Benz Dri
Sandy Springs, GA 303:
Phone (770) 705-061