

# Customer Satisfaction Campaign



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

Customer Satisfaction Campaign: 51-1268

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

1/11/2021

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2015 – Prism Class C, 2016 – Galleria Class B, 2016 – Prism Class C, 2016 – 2017 Sunseeker Class C, 2016 – Solera Class C, 2017 – Prism Class C, 2018 – Isata Class C, 2018 – Prism Class C motorized recreational vehicles and 2017 – Battisti Transit Bus. 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?**

Mercedes-Benz USA is extending the warranty of the exhaust gas recirculation (“EGR”) valve for the affected **vehicles to a total of 11 years / 120,000 miles** from the vehicle’s original New Vehicle Limited Warranty start date. **This addendum to the EGR valve coverage applies to the vehicle regardless of ownership.**

## **OWNERS AND DEALERS: WHAT SHOULD YOU DO?**

Please review and follow the notice that accompanies this letter.

Sincerely,

*Keith Fisher*  
Forest River, Inc.  
Engineer

Office of Corporate Compliance



## Important Warranty Extension Information

Mercedes-Benz USA, LLC  
A Mercedes-Benz AG Company  
Robert Veit  
Managing Director Vans USA

December 2020

Dear Mercedes-Benz Owner:

The purpose of this letter is to advise you of additional benefits that Mercedes-Benz USA is providing to you regarding your vehicle ownership.

### **What's Included**

In our continuing efforts to assure the proper performance of Mercedes-Benz products and to enhance the satisfaction of our customers, Mercedes-Benz USA is extending the warranty of the exhaust gas recirculation ("EGR") valve for the affected vehicles **to a total of 11 years/ 120,000 miles** from the vehicle's original New Vehicle Limited Warranty start date. **This addendum to the EGR valve coverage applies to the vehicle regardless of ownership.**

This warranty extension only covers the replacement of the exhaust gas recirculation (EGR) valve in the case of failure of the part. The following vehicles are included:

Make	Model	Model Years
Mercedes-Benz/ Freightliner	Sprinter 2500/ Freightliner 2500	MY2015- 2018
Mercedes-Benz/ Freightliner	Sprinter 3500/ Freightliner 3500	MY2015- 2018
Mercedes-Benz/ Freightliner	Sprinter 2500 4X4/ Freightliner 2500 4X4	MY2015- 2018
Mercedes-Benz/ Freightliner	Sprinter 3500 4X4/ Freightliner 3500 4X4	MY2015 - 2018

**Any repairs under this warranty extension must be performed by an authorized Mercedes-Benz dealership.** This extended warranty *does not* cover any other engine or electrical components beyond the ones mentioned above, and standard warranty terms apply, including the exclusions with respect to extra expenses, as identified in the Service and Warranty Information booklet. In the case of failure of any other engine or electrical system component other than the aforementioned part beyond the vehicle's basic warranty of 5 years/ 100,000 miles, the associated repair will **not** be covered and will remain your responsibility.

### **What if I already paid for a repair?**

If your vehicle has exceeded the original warranty's mileage or time period, and you have already paid to have your EGR valve replaced due to the above described condition, you may be eligible to receive reimbursement under this warranty extension. Reimbursement for your replacement costs can be obtained by presenting adequate documentation to your authorized Mercedes-Benz dealer. Requests for reimbursement may include expenses for Mercedes-Benz replacement parts, labor, fees, and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz dealer. Contact your Mercedes-Benz dealer for more information on obtaining this reimbursement. Repairs performed by a non-Mercedes-Benz dealership might not be reimbursed.

Please contact your authorized Mercedes-Benz dealership for assistance or additional information (or visit <http://www.mbvans.com>). If your dealer is unable to remedy your situation please contact us at 1-800-367-6372.

**Please apply the enclosed warranty extension addendum to the inside back cover of your vehicle's Service and Warranty Information Booklet for future reference if necessary, as well as a copy of this letter.**

We hope you are enjoying your Mercedes-Benz vehicle and we apologize for any inconvenience you may have experienced.

Mercedes-Benz USA, LLC  
A Mercedes-Benz AG Company  
One Mercedes-Benz Drive  
Sandy Springs, GA 30328  
Phone (707) 705-0600

Reimbursement to Customers for Valid Repairs Performed Prior to Receipt of this letter

If you have already paid to have any of the included components replaced, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes.

**Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz dealer.**

**The following documentation must be presented to your servicing or closest Mercedes-Benz dealership for reimbursement.**

Original or clear copy of **all** receipts, invoices and/ or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who repaired it.
- The total cost of the repair expense that is being claimed.
- Proof of payment of repair (copy of front and back of cancelled check, or copy of credit card receipt).
- **Reimbursement will be paid by a check from your authorized Mercedes-Benz dealer.**

**Mercedes-Benz New Vehicle Limited Warranty Coverage Addendum**

Warranty Coverage Extension (Exhaust Gas Recirculation Valve)

The following applies to certain model year 2015-2018 Mercedes-Benz and Freightliner Sprinter vehicles equipped with OM642 engines.

The Mercedes-Benz New Vehicle Limited warranty on the exhaust gas recirculation valve is extended to 11 years or 120,000 miles from the vehicle's warranty start date.

Other components are not covered by this warranty extension .

This extension of the Mercedes-Benz New Vehicle Limited Warranty applies to these vehicles regardless of ownership.

All other warranty terms and exclusions apply to this extension.

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Please apply this addendum to the inside back cover of your Service and Warranty Information Booklet located in your vehicle's glove box.