

Customer Notification



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

Customer Notification: 51-1279

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

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

January 12, 2021

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to a Mercedes-Benz Recall 2020-545 involving certain 2020 – 2021 Isata Class C Motorhomes, 2020 – 2021 Prism Class C Motorhomes, 2021 Forester Class C Motorhomes and 2021 Sunseeker Class C Motorhomes. 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?

As per Mercedes-Benz Recall 2020-545; Mercedes-Benz AG has determined that on certain vehicles, the wiring harness for the telematics control unit could get stuck between the brake light switch and the brake pedal. If this happens, the brake lights could remain on. Additionally, the vehicle could be started and could be shifted into gear without the need to press the brake pedal. It is also possible that if a driver exits the vehicle through the cargo compartment, the transmission may not shift to Park automatically. This could result in unintended vehicle movement. A vehicle that moves unexpectedly could create the risk of a crash. Brake lights that do not work properly could result in road users being confused of the driver's intentions, and increase the risk of a crash.

OWNERS: WHAT SHOULD YOU DO?

Please contact your Mercedes-Benz Dealer to arrange an appointment to have the recall remedied.

DEALERS: WHAT SHOULD YOU DO?

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. A complete Dealer Bulletin will be provided to dealers when parts are available to support this safety recall.

Sincerely,

Forest River, Inc.

Office of Corporate Compliance

CUSTOMER NAME
CUSTOMER ADDRESS
CUSTOMER ADDRESS
CUSTOMER ADDRESS

TC Recall # 2020545
Internal Ref # 5491884
MBC Recall # 2020120013
VEHICLE MODEL/YEAR
VIN #

January 7, 2021

Safety Recall: Wiring harness routing for the telematics control unit pre-installation

Dear Mercedes-Benz Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

Mercedes-Benz AG, legal successor of Daimler AG, the manufacturer of Mercedes-Benz vehicles has decided that a defect, which relates to motor vehicle safety exists in certain Model Year 2019 Mercedes-Benz Sprinter vehicles. Mercedes-Benz Canada Inc. has therefore initiated a voluntary recall of these vehicles. Our records indicate that your vehicle is included in the affected population.

What is the concern?

Mercedes-Benz AG has determined that on certain vehicles, the wiring harness for the telematics control unit could get stuck between the brake light switch and the brake pedal. If this happens, the brake lights could remain on. Additionally, the vehicle could be started and could be shifted into gear without the need to press the brake pedal. It is also possible that if a driver exits the vehicle through the cargo compartment, the transmission may not shift to Park automatically. This could result in unintended vehicle movement. A vehicle that moves unexpectedly could create the risk of a crash. Brake lights that do not work properly could result in road users being confused of the driver's intentions, and increase the risk of a crash.

What will your dealer do?

As a precautionary measure, Mercedes-Benz AG, via its Mercedes-Benz service partners, will correct the routing of the concerned wiring harness through the installation of an additional cable tie. This service will be provided free of charge.

How long does it take?

The time required to rework your vehicle is approximately 30 minutes. However, your dealer can provide you with a better estimate of the overall time for this service visit.

What should you do?

We kindly ask that you contact your authorized Mercedes-Benz dealer at your earliest convenience to schedule an appointment (<https://www.mercedes-benz.ca/en/dealers>).

Additional Information

In the event that you are no longer the vehicle owner, or have had a change of address, please complete the attached form and return the updated information in the enclosed envelope. If this is a leased vehicle and you are the Lessor, you must send a copy of this notice and any subsequent notice to the Lessee within 10 working days after the day on which this notice is received to comply with the *Motor Vehicle Safety Act*.

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,
Customer Services
Mercedes-Benz Canada

IMPORTANT: Please note that some of our stores may be temporarily adjusting service hours in response to COVID-19. Disruption to parts availability is also possible. Our dealers are working tirelessly to adapt to the changing circumstances and are committed to providing you with continuous support and assistance, while also keeping you safe. Please contact your local Mercedes-Benz dealer for more information and for current operating hours.

