

Customer Satisfaction Campaign



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

Customer Satisfaction Campaign: 51-1293

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

February 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 2013, 2015 - 2018 and 2020 - COACHMEN PRISM, 2015 - FOREST RIVER FORESTER, 2015- 2016 - FOREST RIVER SOLERA, 2015 - 2016 - FOREST RIVER SUNSEEKER AND 2018 - DYNAMAX ISATA Class C Motorhome and 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?

In our continuing efforts to assure the proper performance of Mercedes-Benz products and to enhance the satisfaction of our customers, MB USA is extending the warranty on the wheel speed sensors ("WSS") for the affected vehicles to a total of 10 years/ no mileage limitations from the vehicle's original New Vehicle Limited Warranty start date. This addendum to the WSS 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



February 2021

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

Important Warranty Extension Information

VIN:

Dear Mercedes-Benz Owner:

The purpose of this letter is to advise you of additional benefits that Mercedes-Benz USA ("MBUSA") 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, MBUSA is extending the warranty on the wheel speed sensors ("WSS") for the affected vehicles **to a total of 10 years/ no mileage limitations** from the vehicle's original New Vehicle Limited Warranty start date. **This addendum to the WSS coverage applies to the vehicle regardless of ownership.**

This warranty extension only covers the replacement of the WSS in the case of failure of the part. The following vehicles are included:

Make	Model	Model Year
Mercedes-Benz/ Freightliner	Sprinter 2500/ Freightliner 2500	MY2012 - 2018
Mercedes-Benz/ Freightliner	Sprinter 3500/ Freightliner 3500	MY2012 - 2018

Any repairs under this warranty extension must be performed by an authorized Mercedes-Benz dealership. This extended warranty does not cover any other components beyond the ones mentioned above, and standard warranty terms apply, including the exclusions identified in the Service and Warranty Information booklet. In the case of failure of any other engine or electrical system component unrelated to the WSS that is beyond the vehicle's basic warranty of 3 years/36,000 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 New Vehicle Limited Warranty's mileage or time, and you have already paid to have your WSS 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 <https://www.mbvans.com>). If your dealer is unable to remedy your situation please contact us at 1-800-367-63 72.

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.

Sincerely

Mercedes-Benz USA, LLC
A Mercedes-Benz AG Company
• One Mercedes-Benz
Drive Sandy Springs, GA
30328 Phone (770)705-

Service and Warranty

Mercedes-Benz New Vehicle Limited Warranty Coverage Addendum

Warranty Coverage Extension (Wheel Speed Sensor)

The following applies to certain model year 2012-2018 Mercedes-Benz and Freightliner Sprinter vehicles equipped with OM642 engines.

The Mercedes-Benz New Vehicle Limited warranty on the wheel speed sensor is extended to 10 years (no mileage limitations) 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