

Customer Notification



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

INTERIM OWNER NOTIFICATION

Customer Notification: 51-1312

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

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

March 24, 2021

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to a Daimler Trucks North America recall involving certain 2013-2020 Coachmen Prism, 2013-2016 Solera, 2015-2020 Forester, 2015-2019 Sunseeker, 2017-2020 Isata Class C Motorhomes. In addition 2016-2019 Galleria Class B Motorhomes and 2017-2019 Battisti Transit Buses. Please see the information below and attached, 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 Interim Recall Notice 21V042, one or more of the rear-wheel speed sensors may experience an electrical failure, which potentially could lead to a disablement of the Electronic Stability Control ("ESP") control unit functions. If ESP control unit functions are disabled, vehicle driving stability may be impacted under certain driving conditions, increasing the risk of a crash.

An authorized Mercedes-Benz Sprinter dealer will replace the rear-wheel speed sensors with new sensors having improved robustness to moisture intrusion.

Unfortunately, the parts to remedy this issue are currently not yet available.

OWNERS AND DEALERS: WHAT SHOULD YOU DO?

Please review and follow the notice that accompanies this letter.

Sincerely,

Forest River, Inc.
Office of Corporate Compliance



IMPORTANT SAFETY RECALL INTERIM NOTICE

This notice applies to your vehicle,
Replace Rear Wheel Speed Sensor
NHTSA Recall #21V042

Mercedes-Benz USA, LLC

Robert Veit
Managing Director
Vans USA

March, 2021

21V042
See Attached List for Affected VINS
Coachmen
900 County Road 1 N
Elkhart, IN 46514

- A safety defect exists in your vehicle.
- Remedy parts are not yet available for your vehicle.
- We will contact you again once parts are available.

Dear Valued Mercedes-Benz Sprinter Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Mercedes-Benz AG ("MBAG"), the manufacturer of Sprinter vans, has decided that a defect which relates to motor vehicle safety exists in certain Model Year ("MY") 2012 - 2018 Mercedes-Benz Sprinter vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

On certain MY2012- 2018 5-ton Sprinter vehicles that were upfitted into campers or recreational vehicles ("RVs"), one or more of the rear-wheel speed sensors may experience an electrical failure, which potentially could lead to a disablement of the Electronic Stability Control ("ESP") control unit functions. If ESP control unit functions are disabled, vehicle driving stability may be impacted under certain driving conditions, increasing the risk of a crash.

An authorized Mercedes-Benz Sprinter dealer will replace the rear-wheel speed sensors with new sensors having improved robustness to moisture intrusion.

Unfortunately, the parts to remedy this issue are currently not yet available.

We are working to obtain the necessary parts to correct this condition as quickly as possible. As the parts become available, we will send you another letter asking you to take your vehicle to an authorized Mercedes-Benz dealer to have the recall completed free of charge.

Should you have any concerns or questions regarding your vehicle before you receive the next recall letter when parts are available, 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 1-800-367-6372. A vehicle identification number (VIN)-based recall lookup tool on our MBUSA.com website offers a search function that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed.

Please visit www.mbvans.com/sprinter/owners-resources/recall and enter your 17 digit VIN in the VIN Look-up tool.

We also encourage you to sign up for recall alerts at www.nhtsa.gov/alerts.

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. If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 business days to comply with Federal Regulations.

We apologize for any inconvenience this situation may cause you.

Sincerely,

Mercedes-Benz USA, LLC

A Mercedes-Benz AG Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone (770) 705-0600

IMPORTANT

VIN: See Attached List for Affected VINS

If for any reason YOU NO LONGER OWN THIS VEHICLE OR have a CHANGE OF ADDRESS, please COMPLETE THE SECTION BELOW, place in the ENCLOSED ENVELOPE, and DROP IN ANY MAIL BOX. If possible, provide the name and address of the present owner so that we may contact them.

- ☐ EXPORTED
- ☐ LEASE, VEHICLE RETURNED
- ☐ SCRAPPED

- ☐ SOLD
☐ STOLEN
☐ OTHER

- ## NEW OWNER INFORMATION

- ☐ MY NEW NAME OR ADDRESS IS:

[illegible]

Last Name, First Name

[illegible]

Street

Apt

[illegible]

City

State

ZIP

[illegible]

Email Address

[illegible]

Phone (numbers only)				

[illegible]

Mobile (numbers only)				

Date _____

Signature