

# Customer Notification



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

Customer Notification: 51-1362

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

<<OWNER NAME/DEALERNAME>>

<<ADDRESS>>

<<CITY>>, <<ST>> <<ZIP-XXX>>

6/10/2021

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to a Mercedes Benz recall 21V152 involving certain 2020-2021 Forester, Sunseeker, Dynamax Isata and Coachmen Prism Class C recreational vehicles. As well as 2020 Battisti Transit Buses and 2020-2021 Coachmen Galleria Class B 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?**

The retaining washer and bolt that connect the brake pedal to the bearing block may come loose and detach. This could cause the brake lights to stay illuminated, even when the brake pedal is not pressed.

## **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

### IMPORTANT SAFETY RECALL FINAL NOTICE 2021050005

This notice applies to your vehicle

VIN: [REDACTED]

**Install Additional Retaining Ring on Brake Pedal Bracket**

**NHTSA Recall ID: 21V152**

June, 2021

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

- A remedy is available for your vehicle.
- Schedule an appointment with your authorized Mercedes-Benz dealer as soon as possible.
- This repair will be provided free of charge.

Dear Mercedes-Benz Sprinter Owner:

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

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz Sprinter vans, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2019-2020 Mercedes-Benz Sprinter vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

#### What is the issue?



MBAG has determined that on certain Sprinter vehicles, the retaining washer on the bolt that connects the brake pedal to its bearing block could come loose. If the retaining washer were to come loose, over time it could detach from the bolt, and in the worst case and with ongoing use of the brake pedal, the bolt might separate from the bearing block on one side. If this were to occur, the brake lamp switch could become continuously activated even when the brake pedal is not pressed. If the brake lamps are continuously illuminated, it would not be possible for following traffic to determine the braking intention of the vehicle, which could increase the risk of a crash.

#### What will your Mercedes-Benz Dealer do?

An authorized Mercedes-Benz dealer will install an additional retaining ring on the bearing bracket of the brake pedal.

#### Steps to take.

For additional information and to schedule an appointment, please contact your preferred authorized Mercedes-Benz Sprinter dealer at your earliest convenience. To locate nearest Mercedes-Benz dealers visit <https://www.mbvans.com> or call 1-800 FOR-MERCEDES (1-800-367-6372)

Please mention you are scheduling an appointment to inspect power steering hose clamps under Recall Campaign #2021050005.

**This could take approximately 45 minutes.** This service will be provided free of charge. 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.



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.

A VIN-based recall lookup tool on our website now offers a search feature that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed. See [www.mbvans.com/en/recall-information](https://www.mbvans.com/en/recall-information).

Should you have any questions, please contact your authorized Mercedes-Benz dealer. We apologize for any inconvenience this may have caused and look forward to taking care of this important safety issue immediately.

Sincerely,  
Mercedes-Benz USA

**Mercedes-Benz USA, LLC**

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



## IMPORTANT SAFETY RECALL

### Additional Information for Owners:

If an authorized Mercedes-Benz dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <https://www.safercar.gov>.

## IMPORTANT

VIN: [REDACTED]

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  
OR  
☐ 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**

Mercedes-Benz USA, LLC

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

