

Customer Notification



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

Customer Notification: 51-1406

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

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

August 2021

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to a Mercedes Recall 21V410 involving certain 2021 Coachmen Galleria Class B Motorhome 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?

MBAG has determined that on certain Mercedes-Benz Sprinter vehicles that are equipped with electrically adjustable front swivel-seats, the seat wiring harness may be improperly routed or mounted within the swivel-seat frame and could become pinched and damaged during the electric adjustment of the seat position. If the wiring harness were to become pinched and damaged during adjustment of the swivel seat, in a worst case scenario, the operation of the seat-mounted side airbag might not operate properly and the side airbag could either deploy inadvertently or not deploy as designed in the event of a crash. This condition could increase the risk of injury in the event of a crash.

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 NOTICE 2021070031

This notice applies to your vehicle

Inspect Swivel Seat Wiring Harness Routing

NHTSA Recall ID: 21V410

August, 2021



- 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 2019-2021 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 Mercedes-Benz Sprinter vehicles that are equipped with electrically adjustable front swivel-seats, the seat wiring harness may be improperly routed or mounted within the swivel-seat frame and could become pinched and damaged during the electric adjustment of the seat position. If the wiring harness were to become pinched and damaged during adjustment of the swivel seat, in a worst case scenario, the operation of the seat-mounted side airbag might not operate properly and the side airbag could either deploy inadvertently or not deploy as designed in the event of a crash. This condition could increase the risk of injury in the event of a crash.

What will your Mercedes-Benz Dealer do?



An authorized Mercedes-Benz dealer will inspect the routing of the front swivel seats (left/right) wiring harnesses and will repair as necessary.

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 swivel seat wiring harness routing under Recall Campaign #2021070031.

This could take approximately 30 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.

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

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

