

Customer Notification



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

Customer Notification: 51-1390

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

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

July 2020

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to a FCA Recall (21V398) involving certain 2020 Batisti Customs, 2020-2022 Forrester, Sunskeer, Prism, 2020-2021 Galleria, and 2020-2021 Dynamax Isata 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?

Mercedes-Benz AG (MBAG), the manufacturer of Mercedes-Benz and Freightliner vans, has determined that the software of the MBUX multimedia system might not meet specifications. Under very specific conditions, the MBUX multimedia system might not start and the display might remain black, or could reboot unintentionally after 50 seconds of initial startup. Accordingly, the rearview camera image might not be displayed or the display might be interrupted which could increase a risk of a crash or injury.

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 INTERIM NOTICE

This notice applies to your vehicle

VIN: [REDACTED]

**Update MBUX Software
NHTSA Recall #21V411**

July, 2021



- A safety defect exists in your vehicle
- Remedy software is not yet available
- We will contact you again once the software is 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 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 concern?

On certain Mercedes-Benz Sprinter vans the MBUX multimedia system software might not meet specifications. Under very specific conditions, the MBUX multimedia system might not start and the display might remain black, or could reboot unintentionally after 50 seconds of initial startup. Accordingly, the rearview camera image might not be displayed or the display might be interrupted, which could increase a risk of a crash or injury.



Unfortunately, the software to remedy this issue is currently not yet available.

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

Should you have any questions or concerns regarding your vehicle, please contact us at 1-800-MERCEDES (1-800-367-6372)

A vehicle identification number (VIN)-based recall lookup tool on our 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 <https://www.mbvans.com/en/recall-information> 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 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:

[Grid for Last Name, First Name]

Last Name, First Name

[Grid for Street]

Street

Apt

[Grid for City]

City

State

ZIP

[Grid for Email Address]

Email Address

[Grid for Phone (numbers only)]

Phone (numbers only)

[Grid for Mobile (numbers only)]

Mobile (numbers only)

Date

Signature

