

Customer Notification



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

Customer Notification: 51-1465

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

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

February 2022

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to a Mercedes Benz recall 21V972 involving certain 2020 – 2021 Forester, Isata, Prism and Sunseeker Class C motorhomes. As well as 2020 – 2021 Galleria Class B motorhome. 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 was notified of customer complaints claiming a van had "rolled away" after the driver had selected the Park ("P") gear position and P was displayed to the driver in the instrument cluster. MBAG confirmed that if the vehicle is not properly secured in accordance with the parking instructions in the vehicle Operator's Manual, in particular by always engaging the parking brake after shifting to P, the vehicle could roll from its parked position, which could increase the risk of a crash. Always secure the van in accordance with the instructions in the Operator's Manual.

What will your Mercedes-Benz Dealer do?

An authorized Mercedes-Benz dealer will update the ESP control unit with a revised parameter set on the affected vehicles.

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 2022010005

This notice applies to your vehicle

VIN: [REDACTED]

Update ESP Control Unit Software

NHTSA Recall #21V972

February, 2022

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

- A remedy is available for your vehicle.
- Schedule an appointment with your authorized Mercedes-Benz Sprinter 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 Sprinter vans, has decided that a defect which relates to motor vehicle safety exists in certain Model Year ("MY") 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 was notified of customer complaints claiming a van had "rolled away" after the driver had selected the Park ("P") gear position and P was displayed to the driver in the instrument cluster. MBAG confirmed that if the vehicle is not properly secured in accordance with the parking instructions in the vehicle Operator's Manual, in particular by always engaging the parking brake after shifting to P, the vehicle could roll from its parked position which could increase the risk of a crash. Always secure the van in accordance with the instructions in the Operator's Manual.



What will your Mercedes-Benz Dealer do?

An authorized Mercedes-Benz dealer will update the ESP control unit with a revised parameter set on the affected vans.



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 the nearest Mercedes-Benz Sprinter dealer, visit <https://www.mbvans.com/en/dealers> or call 1-800-FOR-MERCEDES (1-800-367-6372).

Please mention you are scheduling an appointment to update ESP Control Unit Software under Recall Campaign #2022010005.

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. Please visit www.mbvans.com/en/recall-information. Should you have any questions, please contact your authorized Mercedes-Benz Sprinter 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

