

# Customer Notification



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

Customer Notification: 51-1493

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

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

March 2022

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to a Mercedes Benz USA recall 21V131 involving certain 2022 Forester, Sunseeker, Dynamax Isata, Coachmen Prism Class C and Coachmen Prism 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?**

Mercedes-Benz AG (MBAG), the manufacturer of Mercedes-Benz and Freightliner vans, has determined that the torsion bar on certain Sprinter vehicles from platform 907 (VS30) was not bolted to the torsion bar linkage in accordance with design specifications during front axle assembly by the component supplier. The shim on the torsion bar was incorrectly installed between the nut and the torsion bar, rather than between the ball stud and the torsion bar.

Due to the incorrect assembly, the torsion bar may not meet operational strength requirements. Settling effects may occur between the journal flange and the torsion bar. These effects reduce the bolt preload at the connection, which increases fatigue on the journal and could lead to a fatigue fracture of the journal, increasing the risk of a crash.

### **OWNERS AND DEALERS: WHAT SHOULD YOU DO?**

Please review and follow the notice that accompanies this letter.

Sincerely,

Forest River  
Office of Corporate Compliance

TO: Mercedes-Benz Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
<b>Re: Initial Recall Campaign Notification</b> <b>Model 907 (Sprinter)</b> <b>Model Years 2021</b> <b>Replace Torsion Bar Linkage</b>	DATE: March, 2022



Mercedes-Benz

**IMPORTANT RECALL CAMPAIGN INFORMATION**

Please see the attached documents related to the campaign listed above



<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Replace Torsion Bar Linkage</b>
<b>2022030013p</b>	<b>PDGVADREH</b>	
<p>This is to notify you of an initial <b>Recall Campaign</b> to replace the torsion bar linkage on approximately <b>2,153</b> MY21 Mercedes-Benz Sprinter vans. The recall campaign will be visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. All affected VINs will be flagged as “<b>PENDING</b>” in VMI and cannot be sold.</p>		
<b>Background</b>		
<b>Issue</b>	<p>Mercedes-Benz AG (MBAG), the manufacturer of Mercedes-Benz Sprinter vans, has determined that the torsion bar on certain Sprinter vehicles was not bolted to the torsion bar linkage by the component supplier during front axle assembly in accordance with design specifications. The shim on the torsion bar was incorrectly installed between the nut and the torsion bar, rather than between the ball stud and the torsion bar. Due to the incorrect assembly, the torsion bar may not meet operational strength requirements. Settling effects may occur between the journal flange and the torsion bar. These effects might reduce the bolt preload at the connection, which could increase fatigue on the journal and lead to a fatigue fracture of the journal, which could increase the risk of a crash.</p>	
<b>What We're Doing</b>	<p>MBUSA is conducting a voluntary recall. An authorized Mercedes-Benz dealer will correct the position of the shim and replace the torsion bar linkage.</p>	
<b>Parts</b>	<b>Parts are not yet available.</b>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	Model Year 2021	
<b>Vehicle Model</b>	Sprinter VS30, Platform 907	
<b>Vehicle Populations</b>		
<b>Total Recall</b>	<b>2,153</b>	
<b>Dealer Inventory</b>	<b>24</b>	
<p><b>Given this notice, it is a violation of Federal Law for a dealer to sell or lease any new Sprinter vehicles in dealer inventory covered by this notification until the vehicle has been repaired.</b></p> <p><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</b></p> <p><b>Additionally, given this notice, it is a violation of Federal Law for rental companies to rent new Sprinter vehicles covered by this notification until the vehicle has been repaired.</b></p>		
<b>Next Steps/Notes</b>		
<b>Customer Notification Timeline</b>	An owner notification letter to be mailed in April, 2022.	
<b>AOMS/SOMS</b>	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.	
<b>Rental Fleet Partners</b>	This recall may affect vehicles in your fleet. Please contact your respective MBUSA fleet representative for further information and next steps. For repairs, please contact your preferred MBUSA dealer.	
<p>While we regret any inconvenience this may cause, we are determined to maintain a high level of vehicle quality and customer satisfaction.</p>		

