

# Customer Notification



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

Customer Notification: 51-1324

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

<<OWNER NAME/DEALERNAME>>

<<ADDRESS>>

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

5/10/2022

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to a Mercedes recall number 21V055 involving certain 2020 – 2021 Forester Class C, 2020 – 2021 Isata Class C, 2020 – 2021 – Sunseeker Class C and 2020 – 2021 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, the software design of the communication module may fail to communicate the correct vehicle's location for the emergency call system ("eCall") in the event of a crash. Depending on the crash scenario, a temporary drop in the on-board electrical voltage system may occur. If this occurs, the wrong location may be transmitted during an eCall. As a result, the arrival of emergency responders could be delayed, which could increase the risk of injury.

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

Please review and follow the notice that accompanies this letter.

## IMPORTANT SAFETY RECALL

### IMPORTANT SAFETY RECALL NOTICE

This notice applies to your vehicle

VIN: [REDACTED] 123456

Update "eCall" Software

NHTSA Recall ID: 21V055

May, 2021

[REDACTED] 123456

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

Dear Valued Freightliner 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 Freightliner vehicles has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2019-2020 Freightliner 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 Freightliner Sprinter vehicles, the software design of the communication module may fail to communicate the correct vehicle's location for the emergency call system ("eCall") in the event of a crash. Depending on the crash scenario, a temporary drop in the on-board electrical voltage system may occur. If this occurs, the wrong location may be transmitted during an eCall. As a result, the arrival of emergency responders could be delayed, which could increase the risk of injury.



#### What will your Freightliner Dealer do?

An Over-The-Air ("OTA") activation will be initiated to update the communication module software for the automatic eCall system on the affected vehicles with an active Mercedes Me/Mercedes Pro subscription via the vehicle's existing mobile data link. However, your vehicle has been identified as not having an active Mercedes Me/Mercedes Pro subscription.

**For vehicles without a Mercedes Me/Mercedes Pro subscription service, the software update will also be performed OTA, unless you choose to opt-out of the OTA update.** If you decide to opt-out, an authorized Mercedes-Benz dealer can update the eCall system, however additional repair time may be needed.



#### Steps to take.

**Opting out of the OTA Update:** Customers who are not subscribed to the Mercedes Me/Mercedes Pro service may opt-out of the OTA update by calling 1-877-762-8267. The opt-out period will start on 5/10/2021 and end on 6/9/2021. Once the opt-out period has closed on 6/9/21, all customers who opt out may call/visit an authorized Mercedes-Benz dealer to have their vehicle checked to confirm the latest software update starting 6/16/2021. **This check could take less than 1 hour.** 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.

Please visit [www.freightlinersprinterusa.com/freightliner/owners-resources/recall](http://www.freightlinersprinterusa.com/freightliner/owners-resources/recall). Should you have any questions or encounter any difficulty regarding this Recall Campaign, please contact an authorized Freightliner dealer. 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.

Sincerely,  
Daimler Vans USA

Daimler Vans USA, LLC  
A Mercedes-Benz 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] 123456

**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**

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

