Customer Notification

DEPARTMENT OF COMPLIANCE
VEHICLE SAFETY AND RECALL MANAGEMENT
PO Box 30
MIDDLEBURY, INDIANA 46540-9218

Customer Notification: 51-1512
DTNA Recall 22V281 & 22V232

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

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

July 2022

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to a Mercedes Recall 22V281and 22V232 involving certain 2020 Battisti Coach Buses. 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?

The function of the rearview camera might be impaired where the rearview image might not be displayed in the central display after reversing. Instead, the central display would continue to display the existing image or display a black screen with a message indicating the inoperability of the rearview camera system. In addition, the rearview camera image neither freezes nor deactivates. As the vehicle begins to back up, a rearview camera image under these conditions might impair rear visibility, which could increase the risk of a crash. When the issue occurs, the driver might notice that the central display would either continue to display the existing image or display a black screen with a message indicating the inoperability of the rearview camera.

Unfortunately, the parts to remedy this are not yet available.

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

OWNERS AND DEALERS: WHAT SHOULD YOU DO?

Please review and follow the notice that accompanies this letter. This is the final notice for this recall.

Sincerely,

Forest River Bus LLC.
Office of Corporate Compliance

IMPORTANT SAFETY RECALL

IMPORTANT SAFETY RECALL

This notice applies to your vehicle
VIN: [redacted]
Update Rear View Camera Software
NHTSA Recall ID: 22V281

July 2022

[redacted]

- **Your vehicle is not compliant with a Federal Motor Vehicle Safety Standard**
- **A remedy is available for your vehicle.**
- **Schedule an appointment with your authorized Mercedes-Benz dealer as soon as possible.**
- **The software update 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 determined that certain Model Year 2019-2021 Mercedes-Benz Sprinter vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 111 "Rear Visibility." Our records indicate that your vehicle is included in the affected population of vehicles.

What is the issue?
The display function of the rearview camera might be impaired. In some instances the rearview image might not be displayed in the central display after engaging the reverse gear. Instead, the central display would continue to display the existing screen image (e.g. navigation, radio, etc.) or display a black screen with a message warning of the inoperability of the rearview camera to display an image. A rearview camera image that does not display right away might impair rear visibility, which could increase the risk of a crash.

What will your Mercedes-Benz Dealer do?
An authorized Mercedes-Benz Sprinter dealer will update the rearview camera software to current product specifications. **The software update 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.

Steps to take.
For additional information and to schedule an appointment, please contact your preferred authorized Mercedes-Benz Metris dealer at your earliest convenience. To locate the nearest Mercedes-Benz Metris 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 rear view camera software under Recall Campaign #2022040011**.
If you have already paid to have this recall condition corrected, you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz dealer. Please see the following page for more information.

A VIN-based recall lookup tool on our website 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 or encounter any difficulty regarding this recall campaign, please contact an authorized Mercedes-Benz Metris 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 Mercedes-Benz Group 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.

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.

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:**

Last Name, First Name

Street Apt

City State ZIP

Email Address

Phone (numbers only) Mobile (numbers only)

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Date **Signature**

****** PLEASE DO NOT DETACH. RETURN COMPLETE LETTER ******
DO NOT USE THE ENCLOSED ENVELOPE FOR OTHER CORRESPONDENCE

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

IMPORTANT SAFETY RECALL

Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already paid to have this recall condition corrected, you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz dealer. The following documentation must be presented to your dealer for reimbursement.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who repaired it.
- The total cost of the repair expense that is being claimed.
- Proof of payment of repair (copy of front and back of cancelled check or copy of credit card receipt).
- Reimbursement will be made by check from your dealer. If your claim is denied you will receive a letter from MBUSA within 60 days of receipt with the reason(s) for the denial.

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