

Customer Notification



Corporate Compliance
Po Box 30
MIDDLEBURY, INDIANA 46540-9218

FR ID: 51-1545

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

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

August 2022

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to a Mercedes Emissions Recall Notice 2021070026 involving certain 2021 Forester, Isata and Galleria Class C Motorhomes. 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 USA, LLC ("MBUSA") on behalf of Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has initiated a Recall Campaign for Model Year 2020 Sprinter vehicles to update the Engine Control Unit (ECU) software and Transmission Control Unit (TCU) software in these vehicles. Our records indicate that your vehicle is included in the population of affected vehicles.

To ensure your vehicle is in compliance with emissions regulations and is covered by the full protection of the emission warranty provisions, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could be deemed a lack of proper maintenance on your vehicle. This Recall Campaign does not cover any other components, and standard warranty terms and exclusions apply to those components.

OWNERS AND DEALERS: WHAT SHOULD YOU DO?

Please review and follow the notice that accompanies this letter.

Sincerely,

Forest River
Office of Corporate Compliance



Mercedes-Benz USA, LLC
A Mercedes-Benz Group AG Company

**Emission Recall Campaign
2021070026**

CA Only: 210726

July 2022

P-1 TI2 PI

Dear Mercedes-Benz Sprinter Owner or Lessee,

This notice is sent to you requesting that you bring your vehicle to your Authorized Mercedes-Benz Sprinter dealer for an important update.

Mercedes-Benz USA, LLC ("MBUSA") on behalf of Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has initiated a Recall Campaign for Model Year 2020 Sprinter vehicles to update the Engine Control Unit (ECU) software and Transmission Control Unit (TCU) software in these vehicles. Our records indicate that your vehicle is included in the population of affected vehicles.

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An authorized Mercedes-Benz Sprinter dealer will update the ECU and TCU software on your vehicle in connection with this Recall Campaign. **This service will be provided free of charge.** The working time required is approximately **40 minutes**. As a matter of normal recall process, an authorized Mercedes-Benz Sprinter dealer will also check for other repair measures that might be applicable to your vehicle which may increase the required working time.

Please contact your preferred authorized Mercedes-Benz dealer for additional information, and to schedule an appointment. To locate additional authorized dealers please see www.mbvans.com/sprinter/shopping-tools/find-a-dealer. Please mention Campaign Number: **2021070026 (CA Only: 210726)**.

FOR CALIFORNIA ONLY: A Proof of Correction certificate shall be issued to you by the dealer (California only) showing that the vehicle has been repaired under the Recall Campaign. The certificate may be required by Department of Motor Vehicles as a condition of vehicle registration or operation.

If you are no longer the vehicle owner, or have a change of address, please complete the reverse side of this letter and return the complete letter 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 days to comply with Federal Regulations. Please contact an authorized Mercedes-Benz Sprinter dealer should you have any questions or encounter any difficulty regarding this Recall Campaign. If a dealer is unable to perform this Recall Campaign, or if you are unable to locate the nearest authorized dealer, please contact the Sprinter Customer Assistance Center at 1-877-762-8267.

We hope that you are enjoying your Mercedes-Benz Sprinter and we apologize for any inconvenience you may experience as a result of this Recall Campaign.

Sincerely,
Mercedes-Benz USA LLC

Mercedes-Benz USA, LLC
A Mercedes-Benz Group AG Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328