

Customer Notification



Corporate Compliance
Po Box 30 Middlebury, Indiana 46540-9218

FR ID: 51-1568

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

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

October 2022

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to a Mercedes Recall 22V360 involving certain 2021-2022 Isata, certain 2021-2022 Sunseeker, 2021-2022 Prism, 2020-2022 Forester Class C Motorhomes, and certain 2021-2022 Galleria Class B 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?

According to Mercedes-Benz Recall 22V360: "The communication module's SIM card could become disabled and prevent a connection with a mobile phone network. In this case, the digital owner's manual as well as the automatic eCall function would not be available, which could preclude or delay the arrival of emergency responders. This could increase the risk of an injury following an emergency event."

OWNERS AND DEALERS: WHAT SHOULD YOU DO?

According to Mercedes-Benz Recall 22V360: "**No action is required on your part.**" This update is planned to be performed Over-The-Air (OTA) with no workshop visit being required. If the OTA update cannot be successfully completed, you will be notified via first class mail and advised to visit an authorized dealer to have the update performed."

Sincerely,

Forest River
Office of Corporate Compliance

IMPORTANT SAFETY RECALL

IMPORTANT SAFETY RECALL

This notice applies to your vehicle

VIN: [REDACTED]

Update Hermes Communication Module (SIM CARD)

NHTSA Recall ID: 22V360

October, 2022

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

- A remedy is available for your vehicle.
- The software update will be provided free of charge.

Dear Mercedes-Benz Metris 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 Metris vans, has determined that a defect which relates to motor vehicle safety exists in certain Model Year ("MY") 2019-2021 Mercedes-Benz Metris vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.



What is the issue?

The communication module's SIM card could become disabled and prevent a connection with a mobile phone network. In this case, the digital owner's manual as well as the automatic eCall function would not be available, which could preclude or delay the arrival of emergency responders. This could increase the risk of an injury following an emergency event.



What will Mercedes-Benz do?

The supplier of the SIM card will update the SIM profile of the communication modules on the affected vehicles. This service will be provided **free of charge**.



Steps to take.

No action is required on your part. This update is planned to be performed Over-The-Air (OTA) with no workshop visit being required. If the OTA update cannot be successfully completed, you will be notified via first class mail and advised to visit an authorized dealer to have the update performed.

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

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>.

VIN: [REDACTED]

