

# Customer Notification



Corporate Compliance  
Po Box 30  
MIDDLEBURY, INDIANA 46540-9218

## INTERIM OWNER NOTIFICATION

FR ID: 51-1762  
MERCEDES RECALL: 24V166

A SECONDARY NOTICE WILL FOLLOW  
WHEN THE REMEDY IS AVAILABLE

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

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

May 2024

This Notice applies to your vehicle VIN listed above.

### **Pursuant to USC49CFR §577.13 – Notification to Dealerships and Distributors – Paragraph B**

“It is a violation of Federal Law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification under a sale or lease until the defect or noncompliance is remedied. Substantial civil penalties apply to violations of this law.”

*–Forest River motorized and towable products are contained in this section–*

### **CANADA: Pursuant to the Canadian Motor Vehicle Safety Act, section 5**

*Companies who sell new non-complying vehicles may be in violation of the Motor Vehicle Safety Act. Substantial penalties apply to violations of this law. This notice is being sent to you in accordance with the requirements of the Motor Vehicle Safety Act. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.*

Forest River is alerting you to a Mercedes Recall 24V166 involving certain 2023-2025 Rockport, Cross-Trail, Forester, Galleria, Sunseeker, V-Cruise, V-Drive, V-RV, Entrada, and Isata 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?**

The routing of the main wiring harness might contact the drive shaft and chafe, which could result in a short circuit, loss of drive power, power steering, and brake control system. A short circuit increases the risk of a fire, and a loss of drive power, power steering, and brake system control increases the risk of a crash.

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

The parts are not available at this time. A second notice will be sent when the parts are available. Please review and follow the notice that accompanies this letter.

Sincerely,

Forest River Inc  
Office of Corporate Compliance

**IMPORTANT SAFETY RECALL**  
**This notice applies to your vehicle**  
**Main Wiring Harness Routing**  
**NHTSA Recall #24V166**

April, 2024

- A safety defect exists in your vehicle.
- Remedy parts are not yet available for your vehicle.
- We will contact you again once parts are available.

Dear Mercedes-Benz Sprinter Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Mercedes-Benz AG ("MBAG"), the manufacturer of Sprinter vans, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2023 Mercedes-Benz Sprinter vehicles. **Our records indicate that your vehicle is included in the affected population of vehicles.**



**What is the Concern?**

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**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 Sprinter dealer to have the recall completed free of charge.

A vehicle identification number (VIN)-based recall lookup tool on our website offers a search function 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](http://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 Sprinter dealer. If for any reason a dealer is unable to remedy your situation, we are always happy to hear from you. Please contact us at 1-(800) FOR-MERCEDES (1-800-367-6372).

In the event that you are no longer the vehicle owner, or have had a change of address, please complete the reverse side and return the updated information 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 business days to comply with Federal Regulations.

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





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