

AUG 13 '21 7:59 AM

CRD NEF 109 MAIL

August 4, 2021

NHTSA
1200 New Jersey Avenue, SE
Washington, D.C. 20590 20590

CL-11428971-9939

I am sending you a copy of a recall letter that says my vehicle can crash. Over 4 months have gone by and to date the Dealer in Wappingers Falls NY still does not have the part.

Thank you for your time

[REDACTED]
Hopewell Junction NY [REDACTED]
[REDACTED]

Hopewell Junction NY

ALBANY NY 120
5 AUG 2021 PM 3 L



NHTSA
1200 New Jersey Avenue, SE
Washington, D.C. 20590 20590

DELIVERY POINT

Robert Veit
Managing Director Vans USA
1 Mercedes Benz Drive
Sandy Springs CA 30325

August 4, 2021

COPY

Dear Mr Veit,

I am in possession of a letter sent out under your name dated March, 2021. This letter is advising me that a recall for my Sprinter Van. I am told in this letter that the rear speed sensors may catch fire. It has now been over 4 months and my local Mercedes Benz Dealer still does not have the part. By this letter if in fact this problem affects the safety of my family, I will be holding you personally responsible.

A copy of this letter is going to the NHTSA.

Sincerely

[REDACTED]
Hopewell Junction NY [REDACTED]

[REDACTED]

CC nhtsa



Mercedes-Benz USA, LLC

IMPORTANT SAFETY RECALL INTERIM NOTICE
This notice applies to your vehicle, VIN: WDAPF4CC0G [REDACTED]
Replace Rear Wheel Speed Sensor
NHTSA Recall #21V042

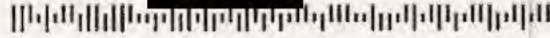
Robert Veit
Managing Director
Vans USA

~~845 295 6110~~

March, 2021

21V042
WDAPF4CC0G [REDACTED]

Hopewell Jct, NY [REDACTED]



COPY

- 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 Valued Mercedes-Benz Sprinter Owner:

This notice is sent to you in accordance with the requirements of 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 ("MY") 2012 - 2018 Mercedes-Benz Sprinter vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

On certain MY2012 - 2018 5-ton Sprinter vehicles that were upfitted into campers or recreational vehicles ("RVs"), one or more of the rear-wheel speed sensors may experience an electrical failure, which potentially could lead to a disablement of the Electronic Stability Control ("ESP") control unit functions. If ESP control unit functions are disabled, vehicle driving stability may be impacted under certain driving conditions, increasing the risk of a crash.

An authorized Mercedes-Benz Sprinter dealer will replace the rear-wheel speed sensors with new sensors having improved robustness to moisture intrusion.

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

We are working to obtain the necessary parts to correct this condition as quickly as possible. As the 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.

Should you have any concerns or questions regarding your vehicle before you receive the next recall letter when parts are available, please contact an authorized Mercedes-Benz 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 1-800-367-6372. A vehicle identification number (VIN)-based recall lookup tool on our MBUSA.com 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/sprinter/owners-resources/recall and enter your 17 digit VIN in the VIN Look-up tool.

We also encourage you to sign up for recall alerts at www.nhtsa.gov/alerts.

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 situation may cause you.

Sincerely,

~~Robert Veit~~
EMERGENCY MODIFICATIONS

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