



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



September 10, 2021

NEF-109 tgd
Ref. No. 11428971

[REDACTED]
Hopewell Junction, NY [REDACTED]

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2016 Mercedes-Benz Sprinter Van. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, we also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. Your MY 2016 Mercedes-Benz Sprinter van is affected by NHTSA Safety Recall Campaign No. 21V-042. The recall affects certain MY 2012 through MY 2018 Mercedes-Benz Sprinter 3500 vehicles upfitted into campers or recreational vehicles. The Electronic Stability Control (ESC) unit may become disabled on these vehicles.

We understand your concerns with the parts delay for Recall 21V-042. Please note that it is not unusual for manufacturers to have an inadequate inventory of recall parts shortly after a recall is announced. Recall parts availability can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing, and logistics. We encourage you to continue to follow up with Mercedes-Benz and your local dealer on the status of the parts availability for Recall 21V-042.

While researching your problem we identified another open recall on your vehicle (NHTSA Safety Recall Campaign No. 20V-663, see enclosure). The hydraulic power steering return line hoses may detach at their connection points under certain operating conditions and may cause hydraulic fluid to leak, resulting in the loss of power steering in certain MY 2015 through MY 2020 Mercedes-Benz Sprinter vans. The parts for this recall are available. We recommend that you contact Mercedes-Benz and your dealer to schedule an appointment to have the recall completed as soon possible.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure