



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



January 6, 2022



NEF-109 ela
Ref. No. 11442814

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2019 Mercedes-Benz Sprinter 2500 vehicle. 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 us. We reviewed our database to identify whether a safety defect trend exists with water entry into the Electronic Ignition Switch (EIS/EZS) module in MY 2019 Mercedes-Benz Sprinter vehicles. At this time, NHTSA has not identified sufficient evidence to open a safety defect investigation or to initiate a recall. However, we entered your information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

We are aware of Mercedes-Benz Technical Service Bulletin (TSB) L154.21-N-069524, which addresses the issue of water entry into the EIS/EZS module. Please note that the issuance of a TSB by a manufacturer does not necessarily mean that a vehicle contains a safety-related defect in accordance with our statute, the National Traffic and Motor Vehicle Safety Act. Manufacturers may issue these types of actions at their discretion to address a known problem unrelated to motor vehicle safety and to restore customer satisfaction. We encourage you to contact Mercedes-Benz or continue to work with your local dealer if you require further assistance with this matter.

While researching your problem, we identified two recalls that remain unrepaired on your vehicle: NHTSA Safety Recall Campaign Numbers 20V-802 and 21V-411 (report enclosed). We encourage you to contact Mercedes-Benz and your local dealer to schedule an appointment to have these recalls performed as soon as 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

Recalls Results by VIN - Vehicle Identification Number

Print VIN: WD4FF0CDXKT 

Year: 2019 Make: Mercedes-Benz Model: M2CA4X

Number of Open Recalls: 2

NHTSA Recall Number: [20V802](#)

Recall Date: December 21, 2020

Manufacturer Recall Number: 2020120019

SUMMARY:

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz and Freightliner vans, has determined that on certain Sprinter vehicles from platform 907 (VS30) equipped with an electrical parking brake (EPB), if the EPB is used frequently, then over time, the brake caliper of the rear axle may leak brake fluid into the housing of the electric parking brake that is connected to the rear axle service brake system. This could allow air to enter the hydraulic brake system which could lead to extended brake pedal travel and a changed brake pedal feel. If the condition is not addressed, the risk of a crash could increase. If the condition is not addressed, the risk of a crash could increase. MBUSA/DVUSA is conducting a voluntary recall. MBAG is currently working on developing a final technical remedy. For this purpose, various development and production optimization measures are currently being implemented with the supplier.

SAFETY RISK:

If the condition is not addressed, the risk of a crash could increase.

REMEDY:

MBUSA/DVUSA is conducting a voluntary recall. MBAG is currently working on developing a final technical remedy. For this purpose, various development and production optimization measures are currently being implemented with the supplier.

RECALL STATUS: Recall INCOMPLETE. Remedy not yet available

MANUFACTURER NOTES:

Recall information is available going back to January 1, 1990.

If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner, please contact the NHTSA Vehicle Safety Hotline at: 1-888-327-4236 or TTY: 1-800-424-9153 or file an [online complaint with NHTSA](#).

THIS RECALL DATA LAST REFRESHED: Dec 21, 2021

NHTSA Recall Number: [21V411](#)

Recall Date: July 27, 2021

Manufacturer Recall Number: 2021070023

SUMMARY:

Mercedes-Benz AG (MBAG) has determined that the software of the MBUX multimedia system might not meet specifications. Under very specific conditions, the MBUX multimedia system might not start and the display might remain black, or could reboot unintentionally after 50 seconds of initial startup. The rearview camera image might not be displayed or the display might be interrupted which could increase a risk of a crash or injury. An authorized dealer will update the MBUX software on the affected vehicles.

SAFETY RISK:

The rearview camera image might not be displayed or the display might be interrupted which could increase a risk of a crash or injury.

REMEDY:

An authorized dealer will update the MBUX software on the affected vehicles.

RECALL STATUS: Recall INCOMPLETE

MANUFACTURER NOTES:

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If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner, please contact the NHTSA Vehicle Safety Hotline at: 1-888-327-4236 or TTY: 1-800-424-9153 or file an [online complaint with NHTSA](#).


THIS RECALL DATA LAST REFRESHED: Dec 21, 2021

Additional Safety Information

Besides the VIN search tool you just used, NHTSA offers additional safety information based on a vehicle's make, model, and model year and not tied to any particular VIN. A search by vehicle make, model, and model year gives you access to information about technical service bulletins, NHTSA investigations, and owner complaints, as well as safety recalls on aftermarket equipment that is often not linked to a particular VIN or even to your vehicle's manufacturer.

To search NHTSA's safety information based on your vehicle's make, model, and model year, please go to the [Safety Issues & Recalls](#) section and follow the instructions there.

Recall information for this manufacturer is only available going back to January 01, 1990. If your vehicle was manufactured before this date, please contact the manufacturer for possible additional recall information.

Enter another VIN here: 



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