

IMPORTANT SAFETY RECALL #2021010005

This notice applies to your vehicle

VIN: [REDACTED] 001337

Replace Hood & Check Headlamp Adjustment Cover

NHTSA Recall #20V772

February, 2021

2021010005



- A remedy is available for your vehicle.
- Schedule an appointment with your authorized Mercedes-Benz dealer as soon as possible.
- This repair will be provided free of charge.

Dear 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 2019 Mercedes-Benz Sprinter vehicles. Our records indicate that your vehicle is affected..

What is the CONCERN?

MBAG, the manufacturer of Mercedes-Benz vans, has determined that your Sprinter vehicle has an engine hood that was installed outside of the manufacturing specifications, and the cover to the headlamp horizontal adjustment cover was not installed. Due to the installation of an engine hood outside the specification, in the event of a crash, the potential that the hood could make contact with the windshield and enter the passenger compartment cannot be ruled out, increasing the risk of injury to occupants. In addition, the lack of the cover of the horizontal adjustment mechanism of the LED headlamps would give access to an adjustment option, which according to U.S. FMVSS 108 is not permitted.

What will your DEALER DO?

An authorized Mercedes-Benz Sprinter dealer will replace the engine hood, as well as check the headlamp aim and install the cover for the headlamp horizontal adjustment mechanism. **This service will be provided free of charge.** We are dedicated to always delivering the best customer experience, and respect for your time is a top priority. While the minimum repair time can be up to **approximately 4 hours**, your dealer can provide you with a better estimate of the overall time for this service visit. As a matter of normal service process, an authorized Mercedes-Benz Sprinter dealer will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time.

What should YOU DO?



To find the most convenient authorized Mercedes-Benz dealer from your smartphone, scan the QR code to the left.

For additional information and to schedule an appointment, please contact your preferred authorized Mercedes-Benz dealer at your earliest convenience. To locate authorized dealers see

<https://www.mbvans.com/en/dealers>. **Please mention you are scheduling an appointment to replace the engine hood and install the headlamp horizontal aim cover under Recall Campaign # 2021010005.**

You may be asked for your 17-digit Vehicle Identification Number (VIN) which for your convenience is located above your name at the top of this letter.

A VIN-based recall lookup tool on our MBVans.com 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. See 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 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).

If an authorized Mercedes-Benz Sprinter 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 <http://www.safercar.gov>.

We apologize for any inconvenience this situation may cause you.

Sincerely,