

IMPORTANT SAFETY RECALL

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This notice applies to your vehicle

VIN: [REDACTED]

Update "eCall" Software

NHTSA Recall ID: 21V055

April, 2022

2021120009

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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

Dear Valued Freightliner Owner:

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

Mercedes-Benz AG ("MBAG"), the manufacturer of Freightliner Sprinter vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2019-2020 Freightliner Sprinter vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.



What is the issue?

On certain Freightliner Sprinter vehicles, the software design of the communication module may fail to communicate the correct vehicle's location for the emergency call system ("eCall") in the event of a crash. Depending on the crash scenario, a temporary drop in the on-board electrical voltage system may occur. If this occurs, the wrong location may be transmitted during an eCall. As a result, the arrival of emergency responders could be delayed, which could increase the risk of injury.



What will your Freightliner Dealer do?

An authorized Freightliner Sprinter dealer will update the software of the communication module for the automatic emergency call system on the affected vehicles. **This update could take less than 1 hour** and will be provided **free of charge**. 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.



Steps to take.

For additional information and to schedule an appointment, please contact your preferred Freightliner Sprinter dealer at your earliest convenience. To locate authorized Freightliner dealers, please visit

<https://www.freightlinersprinterusa.com/en/home> or call 1-877-762-8267

Please mention you are scheduling an appointment to **update the eCall software** under Recall Campaign #2021120009.

Please visit <https://www.freightlinersprinterusa.com/en/recall-information> should you have any questions or encounter any difficulty regarding this Recall Campaign, please contact an authorized Freightliner dealer. A VIN-based recall lookup tool on our 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.

Sincerely,
Daimler Vans USA

Daimler Vans USA, LLC
A Mercedes-Benz Group AG Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone: (770) 705-0600



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Additional Information for Owners:

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

IMPORTANT

VIN: [REDACTED]

If for any reason YOU NO LONGER OWN THIS VEHICLE OR have a CHANGE OF ADDRESS, please COMPLETE THE SECTION BELOW, place in the ENCLOSED ENVELOPE, and DROP IN ANY MAIL BOX. If possible, provide the name and address of the present owner so that we may contact them.

- EXPORTED
- LEASE, VEHICLE RETURNED
- SCRAPPED
- SOLD
- STOLEN
- OTHER _____

- NEW OWNER INFORMATION
OR
- MY NEW NAME OR ADDRESS IS:

[Grid for Last Name, First Name]

Last Name, First Name

[Grid for Street and Apt]

Street

Apt

[Grid for City, State, and ZIP]

City

State

ZIP

[Grid for Email Address]

Email Address

[Grid for Phone (numbers only)]

Phone (numbers only)

[Grid for Mobile (numbers only)]

Mobile (numbers only)

Date

Signature

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