IMPORTANT SAFETY RECALL

IMPORTANT **SAFETY RECALL NOTICE**
This notice applies to your vehicle
VIN: ▮▮▮▮▮▮▮▮▮▮
Update "eCall" Software
NHTSA Recall ID: 21V055

April, 2022

2021120009
▮▮▮▮▮▮▮▮▮▮
▮▮▮
▮▮▮▮▮▮▮▮▮▮▮
▮▮▮▮▮▮

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

Dear Mercedes-Benz Sprinter 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 Mercedes-Benz Sprinter vans, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2019-2020 Mercedes-Benz Sprinter vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the issue?

On certain Mercedes-Benz 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 Mercedes-Benz Dealer do?

An authorized Mercedes-Benz Sprinter dealer will update the communication module software 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 authorized Mercedes-Benz Sprinter dealer at your earliest convenience. To locate the nearest Mercedes-Benz Sprinter dealers, please visit https://www.mbvans.com or call 1-800 FOR-MERCEDES (1-800-367-6372). Please mention you are scheduling an appointment to **update the ecall software** under Recall Campaign #2021120009.

A VIN-based recall lookup tool on our website now 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, please contact your authorized Mercedes-Benz Sprinter dealer. We apologize for any inconvenience this may have caused and look forward to taking care of this important safety issue immediately.

Sincerely,
Mercedes-Benz USA

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

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: ██████████

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:**

Last Name, First Name

Street   Apt

City   State   ZIP

Email Address

Phone (numbers only)   Mobile (numbers only)

--   ---

Date   **Signature**

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