



**IMPORTANT SAFETY RECALL #2021020039**  
**This notice applies to your vehicle, VIN: [REDACTED] 123456**  
**Rear View Camera Software Update**  
**NHTSA Recall #21V077**

Mercedes-Benz USA, LLC

Robert Veit  
 Managing Director  
 Vans USA

March, 2021

21V077



123456

- 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 Mercedes-Benz Sprinter vans, has determined that some of the Sprinter vans fail to conform to Federal Motor Vehicle Safety Standard No. 111 (Rear Visibility). Our records indicate that your vehicle is included in the affected population of vehicles.

**What is the CONCERN?**

Certain Mercedes-Benz Sprinter vehicles equipped with the multimedia system “Connect 5” and a rear view camera may not comply with Federal Motor Vehicle Safety Standard 111 (Rear Visibility). The rear view image may not display within two seconds from the start of a backing event and/or the rear view image may be obscured or covered by the visual display of the Emergency Call (eCall) pop-up window, if the eCall system is activated while the reverse gear is engaged. Affected vehicles that do not meet the activation time or field of view requirements might impede the driver’s ability to identify objects behind the vehicle while in reverse gear which could increase the risk of a crash.

**What will your DEALER DO?**

An authorized Mercedes-Benz Sprinter dealer will conduct a software update on the affected vehicles. **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 30 minutes**, 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 [www.mbvans.com/sprinter/shopping-tools/find-a-dealer](http://www.mbvans.com/sprinter/shopping-tools/find-a-dealer). **Please mention you are scheduling an appointment to update rear view camera software under Recall Campaign # 2021020039.**

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.

**Information for Owners**

In the event that you are no longer the vehicle owner, or have had a change of address, please complete the reverse side and return the updated information in the enclosed envelope.

If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 business days to comply with Federal Regulations.

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/sprinter/owners-resources/recall](http://www.mbvans.com/sprinter/owners-resources/recall). 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,

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

**IMPORTANT**

VIN: [REDACTED] 123456

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**

**MY NEW NAME OR ADDRESS IS:**

[Grid of 28 empty boxes for name entry]

Last Name, First Name

[Grid of 28 empty boxes for street entry]

Street

Apt

[Grid of 28 empty boxes for city, state, and zip entry]

City

State

ZIP

[Grid of 28 empty boxes for email address entry]

Email Address

[Grid of 12 empty boxes for phone number entry]

Phone (numbers only)

[Grid of 12 empty boxes for mobile number entry]

Mobile (numbers only)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature