

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

Daimler Vans USA, LLC
A Mercedes-Benz AG Company
Robert Veit
Managing Director
Vans USA

March, 2021

21V077
[REDACTED] 123456

- A safety defect exists in your vehicle
- Schedule an appointment with your authorized Freightliner Sprinter dealer as soon as possible.
- This repair will be provided free of charge.

Dear Freightliner 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 Freightliner 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 Freightliner 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 Freightliner dealer will conduct a software update on the affected vehicles. **This service will be provided free of charge.** While the minimum repair time is 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 Freightliner dealer will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time.

Schedule an appointment immediately at your preferred authorized Freightliner Sprinter Dealer.

See www.freightlinersprinterusa.com/freightliner/owners-resources/recall for the Dealer Locator.

Please mention you are scheduling an appointment to update the 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.

We encourage you to sign up for recall alerts at www.nhtsa.gov/alerts. 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.

Should you have any questions difficulty regarding this Recall Campaign, please contact an authorized Freightliner Sprinter 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 1-877-762-8267.

If an authorized Freightliner 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, but your safety is of utmost concern to Freightliner.

Sincerely,

Daimler Vans USA, LLC
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 for Last Name, First Name]

Last Name, First Name

[Grid for Street]

Street

Apt

[Grid for City, State, 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