

## IMPORTANT SAFETY RECALL

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This notice applies to your vehicle

VIN: [REDACTED]

Removal of Electric Sliding Door Function

NHTSA Recall ID: 21V153

January, 2023

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

- 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 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 certain Model Year 2019-2020 Sprinter vehicles fail to conform to Federal Motor Vehicle Safety Standard 226 “Ejection Mitigation”. Our records indicate that your vehicle is included in the affected population of vehicles.

#### What is the issue?



Certain Model Year 2019-2020 Sprinter vehicles that are equipped with an optional electric sliding door may have been manufactured with an auxiliary lock on the sliding door that was not specified for use with an electric sliding door. In the event of a crash, vehicles that have this auxiliary lock installed might show an increased outward displacement of the sliding door, which could increase the risk of injuries for vehicle occupants.

#### What will your Mercedes-Benz Dealer do?



An authorized Mercedes-Benz dealer will replace the electric sliding function with a manual sliding door function that complies with Federal Motor Vehicle Safety Standard 226. This could take approximately **7 hours**. This service will be provided free of charge.

#### 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 authorized dealers see <https://www.mbvans.com/en/dealers>. Please mention you are scheduling an appointment to remove electric sliding door function under Recall Campaign **#2022120001**.

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.

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 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](http://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  
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Sandy Springs, GA 30328  
Phone: (770) 705-0600





## **IMPORTANT SAFETY RECALL**

### **Reimbursement to Customers for Repairs Performed Prior to Recall**

**If you have already paid to have this recall condition corrected, you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz dealer. The following documentation must be presented to your dealer for reimbursement.**

**Original or clear copy of all receipts, invoices and/or repair orders that show:**

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who repaired it.
- The total cost of the repair expense that is being claimed.
- Proof of payment of repair (copy of front and back of cancelled check or copy of credit card receipt).
- Reimbursement will be made by check from your dealer. If your claim is denied you will receive a letter from MBUSA within 60 days of receipt with the reason(s) for the denial.

