

IMPORTANT SAFETY RECALL

IMPORTANT SAFETY RECALL NOTICE 2021120005

This notice applies to your vehicle

VIN: [REDACTED]

Replace Front Axle Brake Discs and Pads

NHTSA Recall ID: 21V854

December, 2021



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

What is the issue?



MBAG has determined that on certain Mercedes-Benz Sprinter vehicles, the front axle was equipped with brake discs intended for a 3.5t Gross Vehicle Weight Rating (GVWR) Sprinter instead of the brake discs for a 5t GVWR Sprinter. The brake discs for vehicles with 3.5t GVWR are not designed to withstand the thermal load experienced by vehicles with 5t GVWR during multi-stop braking and downhill driving. For a vehicle equipped with the 3.5t GVWR under those special operating conditions, braking distance might increase in some instances, which could increase the risk of a crash.

What will your Mercedes-Benz Dealer do?



An authorized Mercedes-Benz Sprinter dealer will exchange the incorrectly mounted 3.5t brake discs and pads on the front axle with the correct version (5t) on the vehicle affected.

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 **replace front axle brakes** under Recall Campaign #2021120005.

This could take approximately 2 hours. This service 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.

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.

Should you have any questions, please contact your authorized Mercedes-Benz 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 Daimler 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:

[illegible]

Last Name, First Name

[illegible]

Street

Apt

[illegible]

City

State

ZIP

[illegible]

Email Address

[illegible]

Phone (numbers only)

[illegible]

Mobile (numbers only)

Date

Signature

Mercedes-Benz USA, LLC

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

