

IMPORTANT SAFETY RECALL INTERIM NOTICE

This notice applies to your vehicle
VIN: [REDACTED]
Tighten Spring Loaded Rear Step
NHTSA Recall #21V934

December, 2021

[REDACTED]
[REDACTED]
[REDACTED]

- **A safety defect exists in your vehicle.**
- **Remedy parts are not yet available for your vehicle.**
- **We will contact you again once parts are available.**

Dear Valued 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 Sprinter vans, has decided that a defect which relates to motor vehicle safety exists in certain Model Year (“MY”) 2021 Mercedes-Benz Sprinter vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

MBAG has determined that on certain Mercedes-Benz Sprinter vehicles with a spring-loaded rear step, certain bolt fasteners on the step assembly were not tightened to the required torque. Should the affected bolt fasteners loosen during vehicle operation, the rear step could separate from the vehicle. As a result, the step might become a road hazard which could increase the potential risk of a crash for following traffic.

An authorized Mercedes-Benz Sprinter dealer will replace the attaching bracket and hardware and tighten the affected bolt fasteners to the proper torque.

Unfortunately, the parts to remedy this issue are currently not yet available.

We are working to obtain the necessary parts to correct this condition as quickly as possible. As the parts become available, we will send you another letter asking you to take your vehicle to an authorized Mercedes-Benz dealer to have the recall completed free of charge.

Should you have any concerns or questions regarding your vehicle before you receive the next recall letter when parts are available, 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 1-800-367-6372. A vehicle identification number (VIN)-based recall lookup tool on our MBUSA.com website offers a search function that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed.

Please visit www.mbvans.com/sprinter/owners-resources/recall and enter your 17 digit VIN in the VIN Look-up tool.

We also 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.

We apologize for any inconvenience this situation may cause you.

Sincerely,
Mercedes-Benz USA

