

IMPORTANT SAFETY RECALL

IMPORTANT SAFETY RECALL INTERIM NOTICE

This notice applies to your vehicle

VIN: [REDACTED]

Update ESP Control Unit Software

NHTSA Recall #21V972

January, 2022

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

- A safety defect exists in your vehicle.
- Remedy software is not yet available for your vehicle.
- We will contact you again once software is 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”) 2019-2020 Mercedes-Benz Sprinter vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

MBAG was notified of customer complaints claiming a van had “rolled away” after the driver had selected the Park “P” gear position and P was displayed to the driver in the instrument cluster. MBAG confirmed that if the vehicle is not properly secured in accordance with the parking instructions in the vehicle Operator’s Manual, in particular, always engaging the parking brake after shifting to P, the vehicle could roll from its parked position and therefore increase the risk of a crash. Always secure the van in accordance with the instructions in the Operator’s Manual.

An authorized Mercedes-Benz Sprinter dealer will update the ESP control unit with a revised parameter set on the affected vans.

Unfortunately, the software to remedy this issue is currently not yet available.

We are working to obtain the necessary software to correct this condition as quickly as possible. As the software becomes available, we will send you another letter asking you to take your vehicle to an authorized Mercedes-Benz Sprinter 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 the software is available, please contact an authorized Mercedes-Benz 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 1-800-367-6372. 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

Mercedes-Benz USA, LLC

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



IMPORTANT SAFETY RECALL

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

MY NEW NAME OR ADDRESS IS:

[Grid for 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]

Phone (numbers only)

[Grid for Mobile]

Mobile (numbers only)

Date

Signature

