

IMPORTANT SAFETY RECALL

IMPORTANT SAFETY RECALL NOTICE 2022030008

This notice applies to your vehicle

VIN: [REDACTED]

Replace Tire and Loading Information Label

NHTSA Recall #22V073

March, 2022

[REDACTED]
[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 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.

What is the issue?



MBAG has determined that on certain Mercedes-Benz Sprinter vehicles, the tire and loading information label on the B-pillar could contain erroneous values that overstate the Gross Vehicle Weight Rating. Due to these erroneous values, the vehicle could be overloaded and exceed the permissible total weight. As a consequence, over time, this could cause excessive tire wear and in a worst case scenario, could lead to tire failure, which could increase the risk of a crash.



What will your Mercedes-Benz Dealer do?

An authorized Mercedes-Benz Sprinter dealer will check the tire and loading information label and replace it with a corrected label. Additionally, a visual inspection of the tires for excessive wear will be conducted. If necessary, tires with excess wear will be replaced on the affected axles.



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 nearest Mercedes-Benz dealers visit <https://www.mbvans.com> or call 1-800 FOR-MERCEDES (1-800-367-6372). Please mention you are scheduling an appointment to replace the tire and loading information label under Recall Campaign #2022030008.

This could take up to 30 Minutes. 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 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

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