

IMPORTANT SAFETY RECALL

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This notice applies to your vehicle

VIN: [REDACTED]

Replace Torsion Bar Linkage and Mounting Hardware

NHTSA Recall ID: 22V131

August, 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?

The shim on the torsion bar was incorrectly installed, due to a supplier error, which could result in a fatigue fracture, reducing the vehicle stability. Loss of vehicle stability could increase the risk of a crash.



What will your Mercedes-Benz Dealer do?

An authorized Mercedes-Benz dealer will inspect and replace the torsion bar linkage and mounting hardware, if necessary, on the affected vehicles. **This could take approximately 1 hour.** 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 replace torsion bar linkage and mounting hardware under Recall Campaign #2022080004.

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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