IMPORTANT SAFETY RECALL

IMPORTANT SAFETY RECALL

This notice applies to your vehicle

VIN:

Update Park Lock Function NHTSA Recall #22V796

January, 2023

Jin Kim 8490 Palmetto Commerce Pkwy Ladson, SC 29456

- · 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 determined that a defect, which relates to motor vehicle safety, exists in certain Model Year ("MY") 2019-2022 Mercedes-Benz Sprinter vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the issue?



A component of the vehicle's park lock system might fatigue, which can cause the parking pawl not to engage and result in a vehicle rollaway. This may increase the risk of a crash. Mercedes-Benz USA reminds drivers to always follow the parking instructions in the vehicle's Operator's Manual, including setting the parking brake.



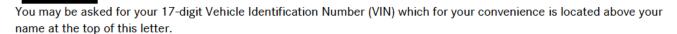
What will your Mercedes-Benz Dealer do?

An authorized Mercedes-Benz Sprinter dealer will update the software of various control units (Direct Select Module, Electronic Ignition Switch Module, Electronic Stability Program Module, and Transmission Control Unit) on the affected vehicles, free of charge. The repair will take approximately **1 hour**.



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 update the park lock function under Recall Campaign



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 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

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



IMPORTANT SAFETY RECALL

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.

\/INI-

IMPORTANT

| | | VIIV. | |
|---|-----------------|-----------|--------------|
| If for any reason YOU NO LONGER OWN THIS NEW THE NEW THIS NEW THE NEW THIS NEW THE NEW THIS NEW THE NEW THIS NEW THE | | | |
| ■ EXPORTED ■ LEASE, VEHICLE RETURNED ■ SCRAPPED ■ SOLD ■ STOLEN ■ OTHER ■ NEW OWNER INFORMATION OR ■ MY NEW NAME OR ADDRESS IS: | | | |
| | | | |
| Last Name, First Name | | | |
| | | | |
| Street | | | pt |
| | | | |
| City | | State ZIP | |
| City | | State ZIP | |
| | | | |
| Email Address | | | |
| | | | |
| Phone (numbers only) | Mobile (numbers | s only) | |
| Date Signatur | ·e | | |

**** PLEASE DO NOT DETACH. RETURN COMPLETE LETTER ****
DO NOT USE THE ENCLOSED ENVELOPE FOR OTHER CORRESPONDENCE





IMPORTANT SAFETY RECALL

Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already paid to have this recall condition corrected, you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz dealer. The following documentation must be presented to your dealer for reimbursement.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who repaired it.
- The total cost of the repair expense that is being claimed.
- Proof of payment of repair (copy of front and back of cancelled check or copy of credit card receipt).
- Reimbursement will be made by check from your dealer. If your claim is denied you will receive a letter from MBUSA within 60 days of receipt with the reason(s) for the denial.

