

IMPORTANT SAFETY RECALL

IMPORTANT SAFETY RECALL INTERIM NOTICE

This notice applies to your vehicle

VIN: [REDACTED]

Replace Tire and Loading Information Label
NHTSA Recall #22V073

March, 2022

[REDACTED]
[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 Freightliner 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 Freightliner Sprinter vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

MBAG has determined that on certain 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 erroneous values for the maximum permissible combined vehicle weight on the tire and loading information label on the B-pillar, overloading of the vehicle could 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.

An authorized Freightliner 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.

Unfortunately, the parts to remedy this issue are 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 Freightliner 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 Freightliner 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 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 <https://www.freightlinersprinterusa.com/en/recall-information> 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,
Daimler Vans USA

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



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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 Last Name, First 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 (numbers only)]

Phone (numbers only)

[Grid for Mobile (numbers only)]

Mobile (numbers only)

Date

Signature

