

IMPORTANT SAFETY RECALL

IMPORTANT SAFETY RECALL INTERIM NOTICE

This notice applies to your vehicle

VIN: [REDACTED]

**Replace Rear View Camera
NHTSA Recall #22V099**

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 Mercedes-Benz Metris 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 Metris vans, has decided that a defect which relates to motor vehicle safety exists in certain Model Year (“MY”) 2016-2018 Mercedes-Benz Metris vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What’s the Issue?

MBAG has determined that on certain Mercedes-Benz Metris vehicles, the rear view display might not show an accurate and reliable view of the areas behind the vehicle to the driver. As a result, the driver might not be able to see certain objects behind the vehicle, which could increase the risk of a crash while the vehicle is backing up.

To remedy this, an authorized Mercedes-Benz Metris dealer will replace the rear view camera on the affected vehicles.

Unfortunately, the parts to remedy this issue are currently not yet available.

However, as an interim solution, an authorized Mercedes-Benz Metris dealer will conduct a software update on the affected vehicles to significantly lower the probability of the failure to occur. A black screen will result instead of a frozen image if the failure occurs after the software has been updated to emphasize to the driver to rely on the outside rearview mirrors when backing up. This will further mitigate the safety risk until sufficient replacement parts are available.

We are working to obtain the necessary parts to correct this condition as quickly as possible. As the interim software becomes available, we will send you a letter asking you to take your vehicle to an authorized Mercedes-Benz dealer to have the interim remedy completed free of charge. Then, once the replacement camera’s become available in sufficient quantities, we will send you an additional letter to have the final recall remedy completed, also free of charge.

Should you have any concerns or questions regarding your vehicle before you receive the next recall letter when parts are available, please contact an authorized Mercedes-Benz 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 Mercedes-Benz Group AG Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone: (770) 705-0600



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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

