

## IMPORTANT SAFETY RECALL

This notice applies to your vehicle

VIN: [REDACTED]

### Modify Interior Blower Motor Fuse Layout

NHTSA Recall #23V100

March, 2023



- 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 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 decided that a defect which relates to motor vehicle safety exists in certain Model Year 2019-2020 Mercedes-Benz Sprinter vehicles. **Our records indicate that your vehicle is included in the affected population of vehicles.**

#### What is the Concern?



On certain Sprinter vehicles, the fuse layout of the interior heating ventilation and air conditioning (HVAC) blower motor might not meet the requirements for prolonged operation at the highest blower setting. The interior blower motor circuit may be inadequate, which can allow the wiring harness to overheat. Consequently, a risk of fire during operation and a risk of injury cannot be ruled out.

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

We are working to obtain the necessary parts to relocate and replace the fuse and wiring harness, free of charge. As parts become available, we will send you another letter asking you to take your vehicle to an authorized Mercedes-Benz dealer to have the recall completed free of charge.



**Until the recall is completed, to prevent the possibility of a fire, the front blower must only be operated in manual (not automatic) mode whenever the engine is on. Do not use the maximum blower or lowest/highest temperature settings!**

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 [www.mbvans.com/en/recall-information](http://www.mbvans.com/en/recall-information). Should you have any questions or encounter any difficulty regarding this Recall Campaign, 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) FOR-MERCEDES (1-800-367-6372).

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 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



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>.

VIN: [REDACTED]

☐ EXPORTED

☐ LEASE, VEHICLE RETURNED

☐ SCRAPPED

☐ SOLD

☐ STOLEN

☐ OTHER \_\_\_\_\_

[illegible][illegible]

Apt

[illegible]

State

ZIP

[illegible][illegible][illegible]

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**Signature**

