

IMPORTANT SAFETY RECALL

This notice applies to your vehicle

VIN: [REDACTED]

Update ESP Software

NHTSA Recall #24V316

June, 2024

[REDACTED]
[REDACTED]
[REDACTED]

- A remedy is available for your vehicle.
- Schedule an appointment with your authorized Mercedes-Benz Sprinter Dealer as soon as possible.
- This repair will be provided free of charge.

Dear Mercedes-Benz eSprinter Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Mercedes-Benz AG, the manufacturer of eSprinter vans, has decided that a defect which relates to motor vehicle safety exists in certain Model Year ("MY") 2024 Mercedes-Benz eSprinter vehicles. **Our records indicate that your vehicle is included in the affected population of vehicles.**

What is the issue?



On certain eSprinter (907 platform) vehicles, the fallback level of the power brake assist software might not meet specific force requirements. The brake booster may erroneously activate a limited fallback level. As a result, the force required to stop the vehicle may increase, requiring an extended distance to stop. This could increase the risk of a crash.

What will your Mercedes-Benz Dealer do?



An authorized Mercedes-Benz Sprinter dealer will update the ESP control unit software.

This could take approximately 1 hour. This service will be provided **free of charge**. 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.



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 the nearest Mercedes-Benz Sprinter dealer, scan the QR code on the left, visit <https://www.mbvans.com/en/dealers> or call 1-800-FOR-MERCEDES (1-800-367-6372).



Please mention you are scheduling an appointment to update ESP software under **Recall Campaign #2024050007**.

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. Please visit www.mbvans.com/en/recall-information. Should you have any questions, please contact your authorized Mercedes-Benz 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



