

IMPORTANT SAFETY RECALL

This notice applies to your vehicle

VIN: [REDACTED]

Update Reverse Pedestrian Alert Sound Volume Level

NHTSA Recall #26V099

March, 2026



- A remedy is available for your vehicle.
- Schedule an appointment with your authorized Mercedes-Benz eSprinter 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 Mercedes-Benz eSprinter vans, has decided that certain model year 2025 Mercedes-Benz eSprinters fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 141 "Minimum sound requirement for hybrid and electric vehicles."

Our records indicate that your vehicle is included in the affected population of vehicles.

What is the issue?



On certain eSprinter vehicles, the minimum volume of the pedestrian alert reversing sound might not meet specifications. In this case, while the reversing sound would be emitted at all times while driving in reverse, the required minimum volume level might not be reached, and therefore may fail to comply with FMVSS 141 (Minimum Sound Requirements for Hybrid and Electric Vehicles).

A vehicle that emits an insufficient reversing sound while driving in reverse might fail to alert pedestrians of a vehicle, which increases the risk of injury to nearby pedestrians.



What will your Mercedes-Benz eSprinter Dealer do?

An authorized Mercedes-Benz eSprinter dealer will update the pedestrian alert sound software on the affected vehicles.



Steps to take.

For additional information and to schedule an appointment, please contact your preferred authorized Mercedes-Benz eSprinter dealer at your earliest convenience. To locate nearest Mercedes-Benz eSprinter dealer 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 inspect weld spots of longitudinal frame member under Recall Campaign # 2026030001.

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.

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 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



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>.

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.

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 MAILBOX. 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
OR
- 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

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

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