

# News Channel Update | Vans Customer Service and Parts

|                                                                                                                          |                                                                              |
|--------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| TO: Mercedes-Benz and Freightliner Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers | FROM: Anthony Washington, Department Manager, Regulations and Certifications |
| <b>RE: Stop Sale for Pending Emission Modification</b><br>Certain MY diesel vehicles                                     | DATE: September 14, 2020                                                     |

**IMPORTANT PENDING EMISSION MODIFICATION NOTIFICATION with STOP SALE - NC34213NEC, NC34213RES, NC34214XEN, NC342154X2, NC342154X4, NC34216A, NC34216B, NC3421012, NC3421012NC**

## Attention Dealership Management

Mercedes-Benz USA, LLC ("MBUSA") has entered into an agreement with the United States Department of Justice (DOJ), the Environmental Protection Agency (EPA), the California Air Resources Board (CARB), and the California Attorney General's Office (CA AG) regarding the emission control system in certain diesel vehicles. As part of this agreement, MBUSA will offer field measures referred to as the **Approved Emission Modifications ("AEM")** for the affected vehicles. As a result, certain vehicles covered under this notification cannot be sold or caused to be sold, or leased or caused to be leased, or introduced into commerce, or exported from the United States to another country, until after the AEM described in this notification is performed.

This notification hereby instructs **Dealers not to sell or cause to be sold, or lease or cause to be leased, or introduce into commerce, or export** from the United States to another country, any vehicle covered by this notification until after the AEM described in this notification is performed. **Failure to adhere to these instructions may result in penalties or fines.**

- Please ensure that every dealership associate is aware of this stop sale notification.
- Refer to VMI in NetStar to determine which units in your inventory are affected by this stop sale with a description of **NC34213NEC, NC34213RES, NC34214XEN, NC342154X2, NC342154X4, NC34216A, NC34216B, NC3421012, NC3421012NC.**
- Once the AEM has launched, you will receive further instructions at that time via the normal communication channels (NetStar).
- Daimler Vans USA will compensate affected dealers with an allowance to support the estimated costs associated with floorplan and depreciation of the affected vehicles. The support allowance will be **\$330** per vehicle, per month. Dealers will receive this payment every month for the affected vehicles until the launch of the AEM.
- Once the AEM has launched for the affected vehicles, this support allowance will cease. Furthermore, please note that the **support allowance is expressly contingent** upon the dealers' adherence to the prohibition against selling, leasing, introducing into commerce or exporting any vehicle covered by this notification.
- Dealer payments will be processed via Miscellaneous Billing (Parts Consolidated Statement) at the end of each month. **Vehicles that enter dealer inventory after 9/14/2020 will not be eligible for stop sale support allowance. For all questions pertaining to the stop sale support allowance, please contact your Sales Operations Manager.**

Please note that all customer inquiries should be directed to the **Customer Assistance Center at 1-800-367-6372.**

Please contact me with any questions pertaining to this stop sale notification.

Sincerely,

Anthony Washington

Department Manager, Regulations & Certifications

Mercedes-Benz USA, LLC and Daimler Vans USA, LLC

Mercedes-Benz AG Companies

One Mercedes-Benz Drive Sandy Springs, GA 30328 770.705.0600



## Pending Emission Modification Notification

September 14, 2020

| Campaign No. : | EMC# | Campaign Desc.                                                                                               |
|----------------|------|--------------------------------------------------------------------------------------------------------------|
| N/A            | 1,2  | NC34213NEC, NC34213RES, NC34214XEN,<br>NC342154X2, NC342154X4, NC34216A,<br>NC34216B, NC3421012, NC3421012NC |

**STOP SALE:** Pending Emission Modification

This is to notify you of a **Pending Emission Modification Notification** on approximately 109,024 vehicles. **Affected VINs will be flagged in VMI as "PENDING" on September 14, 2020.**

### Background

|       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Issue | Mercedes-Benz USA, LLC ("MBUSA") has entered into an agreement with the United States Department of Justice (DOJ), the Environmental Protection Agency (EPA), the California Air Resources Board (CARB), and the California Attorney General's Office (CA AG) regarding the emission control system in certain diesel vehicles. As part of this agreement, MBUSA will offer field measures referred to as the <b>Approved Emission Modifications ("AEM")</b> for the affected vehicles. As a result, certain vehicles covered under this notification cannot be sold or caused to be sold, or leased or cause to be leased, or introduced into commerce, or exported from the United States to another country, until after the AEM described in this notification is performed. An authorized Mercedes-Benz dealer will install the AEM at a later date at no cost to the Owner/Lessee. |
|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|                  |                                                                                                                                                                                                                                                                                                                     |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| What We're Doing | <b>The AEM is currently not approved for release.</b> Once approved, a launch notification will be sent to eligible owners and authorized Mercedes-Benz dealers. <b>The approval to begin installation of the AEM for Vehicles covered by this notice and stop sale is expected to be received late in Q4 2020.</b> |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|       |                                              |
|-------|----------------------------------------------|
| Parts | <b>Parts are not available at this time.</b> |
|-------|----------------------------------------------|

### Vehicles Affected

|                       |                                                                   |
|-----------------------|-------------------------------------------------------------------|
| Vehicle Model Year(s) | MY 2010-2016 or "Various"                                         |
| Vehicle Model         | Sprinter, NCV3 / Platform 906 with 6-cylinder diesel engine OM642 |

### Vehicle Populations

|                                     |         |
|-------------------------------------|---------|
| Total Campaign Population           | 109,024 |
| Total Customer Vehicles in Campaign | 109,024 |

### Next Steps/Notes

|                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Customer Notification Timeline | Customer notifications will not be sent for this stop sale notification. When the Emission Modification launches, customers will be notified by mail.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| AOMS/SOMS                      | This Pending Emission Modification Notification may initiate questions from customers and the media. Please ensure your Dealers have read and understand this notice.                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Notes                          | <ul style="list-style-type: none"> <li><b>IMPORTANT:</b> This notification hereby instructs Dealers not to sell or cause to be sold, or lease or cause to be leased, or introduce into commerce, or export from the United States to another country, any vehicle covered by this notification, until the Approved Emission Modification described in this notification is performed. <b>Failure to adhere to these instructions may result in penalties or fines.</b></li> <li>Pending Emission Modification information: <ul style="list-style-type: none"> <li>Customer Assistance Center: <b>1-800-367-6372</b></li> </ul> </li> </ul> |
| Rental Fleet Partners          | This Pending Emission Modification may affect vehicles in your fleet. Please contact your respective MBUSA/DVUSA fleet representative for further information and next steps. For repairs, please contact your preferred MBUSA/DVUSA dealer.                                                                                                                                                                                                                                                                                                                                                                                               |

While we regret any inconvenience this may cause, we are determined to maintain a high level of vehicle quality and customer satisfaction. Please refer all customer inquiries to the Customer Assistance Center at 1-800-367-6372.

Mercedes-Benz USA, LLC and Daimler Vans USA, LLC

Mercedes-Benz AG Companies

One Mercedes-Benz Drive Sandy Springs, GA 30328 770.705.0600

