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	
RE: Stop Sale for Pending Emission Modification Certain MY diesel vehicles	DATE: September 14, 2020	

IMPORTANT PENDING EMISSION MODIFICATION NOTIFICATION with STOP SALE - PG4213NEC, PG4213RES, PG4214XEN, PG42154X2, PG42154X4, PG4216A, PG4216B, PG421012, PG421012NC

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 PG4213NEC, PG4213RES, PG4214XEN, PG42154X2, PG42154X4, PG4216A, PG4216B, PG421012, PG421012NC.
- 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

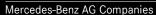
Department Manager, Regulations & Certifications



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Pending Emission Modification Notification			September 14, 2020			
Campaign No.:	EMC#	Campaign Desc.				
		PG4213NEC, PG4213RES, PG4214XEN,	STOP SALE: Pending Emission			
N/A	1,2	PG42154X2, PG42154X4, PG4216A, PG4216B,	Modification			
		PG421012, PG421012NC	caca.			
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 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 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		The AEM is currently not approved for release. Once approved, a launch notification will be sent to eligible owners and authorized Mercedes-Benz dealers. 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.				
Parts		Parts are not available at this time.	Parts are not available at this time.			
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		109,024				
Campaign						
Next Steps/Notes						
Customer Notifica	ition Timeline	Customer notifications will not be sent for launches, customers will be notified by ma	or this stop sale notification. When the Emission Modification il.			
AOMS/SOMS		This Pending Emission Modification Notification Pensure your Dealers have read and unders	ation may initiate questions from customers and the media. Please tand this notice.			
Notes		 IMPORTANT: 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. Failure to adhere to these instructions may result in penalties or fines. Pending Emission Modification information: Customer Assistance Center: 1-800-367-6372 				
Rental Fleet Partn		MBUSA/DVUSA fleet representative for fur your preferred MBUSA/DVUSA dealer.	fect vehicles in your fleet. Please contact your respective ther information and next steps. For repairs, please contact			
While we regret any inconvenience this may cause, we are determined to maintain a high level of vehicle quality and customer						

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



satisfaction. Please refer all customer inquiries to the Customer Assistance Center at 1-800-367-6372.



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