



**IMPORTANT SAFETY RECALL INTERIM NOTICE**

This notice applies to your vehicle, VIN: [REDACTED]  
**Update "eCall" Software**  
**NHTSA Recall #21V055**

Mercedes-Benz USA, LLC

Robert Veit  
Managing Director  
Vans USA

April, 2021

21V055  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

- A safety defect exists in your vehicle.
- Remedy software is not yet available for your vehicle.
- We will contact you again once the software is available

Dear Valued Mercedes-Benz Sprinter Owner:

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

Mercedes-Benz AG ("MBAG"), the manufacturer of 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.

MBAG has determined that on certain Mercedes-Benz Sprinter vehicles, the software design of the communication module may fail to communicate the correct vehicle's location for the emergency call system ("eCall") in the event of a crash. Depending on the crash scenario, a temporary drop in the on-board electrical voltage system may occur. If this occurs, the wrong location may be transmitted during an eCall. As a result, the arrival of emergency responders could be delayed, which could increase the risk of injury.

Nevertheless, the other functions of the automatic and manual emergency call function are not affected by this issue.

As a precautionary measure, MBAG will update the communication module software for the automatic emergency call system on the affected vehicles.

**Unfortunately, the software to remedy this issue is currently not yet available.**

We are working to obtain the necessary parts to correct this condition as quickly as possible. As the 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.

Should you have any concerns or questions regarding your vehicle before you receive the next recall letter when parts are available, 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 1-800-367-6372. A new vehicle identification number (VIN)-based recall lookup tool on our MBUSA.com 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 <https://www.mbvans.com/en/recall-information> and enter your 17 digit VIN in the VIN Look-up tool.

We also encourage you to sign up for recall alerts at [www.nhtsa.gov/alerts](http://www.nhtsa.gov/alerts).

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 situation may cause you.

Sincerely,

Mercedes-Benz USA, LLC  
A Mercedes-Benz AG Company  
One Mercedes-Benz Drive  
Sandy Springs, GA 30328  
Phone (770) 705-0600

