

CSA-17

VIN: «Equipment»



TIFFIN
MOTORHOMES

105 2nd Street NW
Red Bay, Alabama 35582

«Name_1»
«StreetPO_Box»
«City_State_Zip_Country»

**Mercedes-Benz Recall 21V-055
Update "eCall" Software**

May 4, 2022

Dear Tiffin Motorhome Customer,

Please see the letter printed on the reverse from Mercedes-Benz USA, about a safety recall Mercedes-Benz released that is applicable for the VIN listed above. This is the second (2) of two (2) letters you will receive regarding this subject. This letter informs you that the remedy for this recall has been released. For any questions regarding this safety recall, please contact Mercedes-Benz USA's Customer Assistance Center at 1-800-367-6372.

Thank you for your attention to this matter,

Tiffin Motorhomes Recall Department

IMPORTANT SAFETY RECALL

IMPORTANT SAFETY RECALL NOTICE

This notice applies to your vehicle

Update "eCall" Software

NHTSA Recall ID: 21V055

April, 2022

Tiffin Motorhomes
105 2nd St NW
Red Bay, AL 35582-3859



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

Dear Mercedes-Benz Sprinter Owner:

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

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



What is the issue?

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.



What will your Mercedes-Benz Dealer do?

An authorized Mercedes-Benz Sprinter dealer will update the communication module software for the automatic emergency call system on the affected vehicles. **This update could take less than 1 hour and 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 dealers, please visit <https://www.mbvans.com> or call 1-800 FOR-MERCEDES (1-800-367-6372). Please mention you are scheduling an appointment to **update the ecall software** under Recall Campaign #2021120009.

A VIN-based recall lookup tool on our website now 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. See 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

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