

VIN:



TIFFIN
MOTORHOMES
105 2nd Street NW
Red Bay, Alabama 35582

**Mercedes-Benz Recall 22V-181
Update Rear View Camera Software**

June 21, 2022

Dear Tiffin Motorhome Customer,

Please see the letter printed on the reverse from Mercedes-Benz USA, about an interim safety recall Mercedes-Benz released that is applicable for the VIN listed above. This is the first (1) of two (2) letters you will receive regarding this subject. This letter informs you of an upcoming recall to correct the issue noted above. Please note: **there is no action for you to take at this time.** 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 INTERIM NOTICE This notice applies to your vehicle

Update Rear View Camera Software
NHTSA Recall #22V181

June, 2022



- Your vehicle is not compliant with Federal Motor Vehicle Safety Standards.
- 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 certain Model Year 2019-2021 Mercedes-Benz Sprinter vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 111 "Rear Visibility." Our records indicate that your vehicle is included in the affected population of vehicles.

On certain Sprinter vehicles, the display function of the rearview camera might be impaired. In some instances the rearview image might not be displayed in the central display after engaging the reverse gear. Instead, the central display would continue to display the existing screen image (e.g. navigation, radio, etc.) or display a black screen with a message warning of the inoperability of the rearview camera to display an image. A rearview camera image that does not display right away might impair rear visibility which could increase the risk of a crash.

An authorized Mercedes-Benz Sprinter dealer will update the software for the rearview camera to current product specifications.

Unfortunately, the software to remedy this issue is not yet available. We are working to obtain the necessary software to correct this condition as quickly as possible. As the software becomes available, we will send you another letter asking you to take your vehicle to an authorized Mercedes-Benz Sprinter 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 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 www.mbvans.com/sprinter/owners-resources/recall and enter your 17 digit VIN in the VIN Look-up tool

If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, pursuant to the law 49 U.S.C. Chapter 301, you may submit a written complaint to Administrator, National Highway Traffic Safety Administration, 1200 New Jersey AVE SE., Washington, DC 20590 You may also call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We also encourage you to sign up for recall alerts at 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

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