Chassis Advisory Notice 21-027 July 2022
IMPORTANT *CHASSIS* INFORMATION
Mercedes-Benz Sprinter Vehicle Safety Recall 21V-411

Name
Address
City St zip

Dear Valued Dealer or Customer:

This notification is to advise you that 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 - 2021 Mercedes-Benz Sprinter vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

Mercedes-Benz/Sprinter Vehicle Safety Recall 21V-411:
On certain Mercedes-Benz Sprinter vans, the MBUX multimedia system software might not meet specifications. Under very specific conditions, the MBUX multimedia system might not start and the display might remain black, or could reboot unintentionally after 50 seconds of initial startup. Accordingly, the rearview camera image might not be displayed or the display might be interrupted, which could increase the risk of a crash or injury.

What will your Mercedes-Benz Dealer do?
An authorized Mercedes-Benz Sprinter dealer will perform a software update on the MBUX infotainment system.

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 authorized dealers, visit https://www.mbvans.com/en/dealers or call 1-800-FOR-MERCEDES (1-800-367-6372). Please mention you are scheduling an appointment to Update MBUX Software under Recall Campaign # 2021070023. You may be asked for your 17-digit Vehicle Identification Number (VIN), which for your convenience is located below. This could take approximately 1 hour. This service will be provided free of charge.

Mercedes-Benz Sprinter Chassis VIN of your Motorhome: xxxxxxxxxxxxxxxxx

Jayco / Entegra Coach VIN of your Motorhome: xxxxxxxxxxxxxxxxx

If you had this Mercedes-Benz Sprinter Safety Recall 21V-411/ Campaign number 2021070023 completed please disregard this notice.

Sincerely,

Compliance Management
Jayco Motorized Products