



Chassis Advisory Notice 21-042
IMPORTANT CHASSIS INFORMATION
Mercedes-Benz Sprinter Vehicle Safety Recall 21V-042

August 2022

Name
Address
City St zip

Dear Valued 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 2012 - 2018 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-042:

On certain MY2012– 2018, 5-ton Sprinter vehicles that were up fitted into campers or recreational vehicles ("RVs"), one or more of the rear-wheel speed sensors may experience an electrical failure, which potentially could lead to a disablement of the Electronic Stability Control ("ESP") control unit functions. If ESP control unit functions are disabled, vehicle driving stability may be impacted under certain driving conditions, which could increase the risk of a crash

What will your Mercedes-Benz Dealer do?

An authorized Mercedes-Benz dealer will replace the rear-wheel speed sensors against a variant with higher robustness against moisture intrusion.

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 nearest Mercedes-Benz dealers visit <https://www.mbvans.com> or call 1-800 FOR-MERCEDES (1-800-367-6372).

Please mention you are scheduling an appointment to replace rear wheel speed sensors under Recall Campaign #2021070007. 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: xxxxxxxxxxxxxxxxxxxx

Jayco / Entegra Coach VIN of your Motorhome: xxxxxxxxxxxxxxxxxxxx

If you had this Mercedes-Benz Sprinter Safety Recall 21V-042/ Campaign number 2021070007 completed please disregard this notice.

Should you have any questions, please contact your authorized Mercedes-Benz dealer. We apologize for any inconvenience this may have caused and look forward to taking care of this important safety issue immediately.

Sincerely,

Compliance Management
Jayco Motorized Products