Chassis Advisory Notice 22-055 August 2022
IMPORTANT *CHASSIS* INFORMATION
Mercedes-Benz Sprinter Vehicle Safety Recall 21V-972

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 2019 - 2020 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-972:
MBAG determined that in rare instances the park lock system may allow the vehicle to move after the gear selector has been placed in the Park 'P' position and the parking brake has not been applied. If the vehicle is not properly secured in accordance with the parking Instructions in the vehicle Operator's Manual, in particular, by always engaging the parking brake after shifting to P, the vehicle could unintentionally roll from its parked position which could increase the risk of a crash. Always secure the van in accordance with the instructions in the Operator's Manual.

What will your Mercedes-Benz Dealer do?
An authorized Mercedes-Benz dealer will update the ESP control unit software with a revised parameter set that deactivates the Park Lock Support ("PLS") function on the affected vans.

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 ESP Control Unit Software under Recall Campaign # 2022010005.

You may be asked for your 17-digit Vehicle Identification Number (VIN), which for your convenience is located below. This could take approximately 30 minutes. 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-972/ Campaign number 2022010005 completed please disregard this notice.

Sincerely,

Compliance Management
Jayco Motorized Products