

VIN:



TIFFIN

MOTORHOMES

105 2nd Street NW
Red Bay, Alabama 35582

**Mercedes-Benz Recall 22V-360
Update Hermes Communication Module Software**

October 17, 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 second (2) of two (2) letters you will receive regarding this subject. This letter informs you that the remedy for the recall above has been released and is now available. 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

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This notice applies to your vehicle

Update Hermes Communication Module (SIM CARD)

NHTSA Recall ID: 22V360

October, 2022

Tiffin Motor Homes Inc
105 2nd St NW
Red Bay, AL 35582-3859

- A remedy is available for your vehicle.
- The software update 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 Sprinter vans, has determined that a defect which relates to motor vehicle safety exists in certain Model Year ("MY") 2019-2021 Mercedes-Benz Sprinter vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the issue?



The communication module's SIM card could become disabled and prevent a connection with a mobile phone network. In this case, the digital owner's manual as well as the automatic eCall function would not be available, which could preclude or delay the arrival of emergency responders. This could increase the risk of an injury following an emergency event.

What will Mercedes-Benz do?



The supplier of the SIM card will update the SIM profile of the communication modules on the affected vehicles. This service will be provided **free of charge**.

Steps to take.



No action is required on your part. This update is planned to be performed Over-The-Air (OTA) with no workshop visit being required. If the OTA update cannot be successfully completed, you will be notified via first class mail and advised to visit an authorized dealer to have the update performed.

A VIN-based recall lookup tool on our website 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. Please visit www.mbvans.com/en/recall-information. Should you have any questions or encounter any difficulty regarding this recall campaign, please contact an 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

Mercedes-Benz USA, LLC
A Mercedes-Benz Group AG Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone: (770) 705-0600

