

105 Second Street NW
Red Bay, Alabama 35582
tiffinmotorhomes.com



Phone: 256-356-8661
Fax: 256-356-8219
info@tiffinmotorhomes.com

VIN:

**Mercedes-Benz Recall 22V-796
Update Park Lock Function**

February 16, 2023

Dear Tiffin Motorhome Customer,

Please see the letter printed on the reverse from Mercedes-Benz USA, about a safety recall Mercedes-Benz USA 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 this safety recall is now available to correct the issue noted above. For any questions regarding this safety recall, please contact Mercedes-Benz USA's Customer Assistance Center at 1-800-367-6372 or visit their website at <https://www.mbvans.com/en/recall-information>.

Thank you for your attention to this matter,

Tiffin Motorhomes Recall Department

IMPORTANT SAFETY RECALL

IMPORTANT SAFETY RECALL

This notice applies to your vehicle
VIN: See Attached List for Affected VINs
Update Park Lock Function
NHTSA Recall #22V796

January, 2023

See Attached List for Affected VINs
Tiffin Motorhomes-Cv
105 2nd St NW
Red Bay, AL 35582-3859

- A remedy is available for your vehicle.
- Schedule an appointment with your authorized Mercedes-Benz dealer as soon as possible.
- This repair 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 Mercedes-Benz Sprinter vans, has determined that a defect, which relates to motor vehicle safety, exists in certain Model Year ("MY") 2019-2022 Mercedes-Benz Sprinter vehicles. **Our records indicate that your vehicle is included in the affected population of vehicles.**

What is the issue?



A component of the vehicle's park lock system might fatigue, which can cause the parking pawl not to engage and result in a vehicle rollaway. This may increase the risk of a crash. Mercedes-Benz USA reminds drivers to always follow the parking instructions in the vehicle's Operator's Manual, including setting the parking brake.

What will your Mercedes-Benz Dealer do?



An authorized Mercedes-Benz Sprinter dealer will update the software of various control units (Direct Select Module, Electronic Ignition Switch Module, Electronic Stability Program Module, and Transmission Control Unit) on the affected vehicles, free of charge. The repair will take approximately **1 hour**.

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 see <https://www.mbvans.com/en/dealers>. Please mention you are scheduling an appointment to update the park lock function under Recall Campaign # (**See Attached List for Campaign #**)

You may be asked for your 17-digit Vehicle Identification Number (VIN) which for your convenience is located above your name at the top of this letter.

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.

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. See www.mbvans.com/en/recall-information.

Should you have any questions, please contact your 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

