

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



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

VIN:

**Emissions Service Campaign
Software Update # 2025070011
CARB # 250711
Select Catalyst Reduction Control Unit Software Update**

November 14, 2025

Dear Tiffin Motorhome Customer,

Please see the enclosed letter from Mercedes-Benz USA, about the emissions service campaign Mercedes-Benz has issued that is applicable for the VIN listed above. For any questions regarding this information, please contact Mercedes-Benz USA's Customer Assistance Center at 1-800-367-6372.

Thank you for your attention to this matter,

Tiffin Motorhomes

Emission Service Campaign Notification

Mercedes-Benz USA, LLC
A Mercedes-Benz Group AG Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone: (770) 705-0506

This notice applies to your vehicle, VIN: W1X8E33Y0MN173839
SCR Control Unit
Campaign # 2025070011 / CARB # 250711

Tiffin Motorhomes-Cv
105 2nd St NW
Red Bay AL 35582-3859



October 2025

Dear Mercedes-Benz Sprinter Owner or Lessee,

Mercedes-Benz USA, LLC ("MBUSA") is sending this notice to you requesting that you bring your vehicle to your authorized Mercedes-Benz Sprinter dealer for an important update.

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz Sprinter vans, has determined that on certain Model Year 2019-2021 Sprinter vehicles, the software of the Select Catalyst Reduction control unit does not correspond to the current series production configuration.

An authorized Mercedes-Benz Sprinter dealer will update the SCR control unit software on your vehicle in connection with this Service Campaign. **This service will be provided free of charge.** The working time required is approximately 30 minutes.

Please contact your preferred authorized Mercedes-Benz Sprinter dealer for additional information, and to schedule an appointment. To locate additional authorized dealers please see www.mbvans.com/sprinter/shopping-tools/find-a-dealer. Please mention Service Campaign Number: **2025070011** (CA Only: **250711**).

If you are no longer the vehicle owner, or have a change of address, please complete the reverse side of this letter and return the complete letter in the enclosed envelope. Please contact an authorized Mercedes-Benz Sprinter dealer should you have any questions or encounter any difficulty regarding this Service Campaign. If a dealer is unable to perform this Service Campaign, or if you are unable to locate the nearest authorized dealer, please contact the Sprinter Customer Assistance Center at 1-877-762-8267.

We hope that you are enjoying your Mercedes-Benz Sprinter and we apologize for any inconvenience you may experience as a result of this Service Campaign.

FOR CALIFORNIA ONLY: A Proof of Correction certificate shall be issued to you by the dealer (California only) showing that the vehicle has been repaired under the Service Campaign. The certificate may be required by Department of Motor Vehicles as a condition of vehicle registration or operation.

We apologize for any inconvenience this may have caused and look forward to taking care of this important emission service campaign.

Sincerely,
Mercedes-Benz USA, LLC

Don't wait. Find an authorized Mercedes-Benz Sprinter dealership near you at www.mbvans.com and schedule the repair right away.



Mercedes-Benz USA, LLC
A Mercedes-Benz Group AG Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone: (770) 705-3600

VIN: W1X8E33Y0MN173B39

- ☐ EXPORTED
- ☐ LEASE, VEHICLE RETURNED
- ☐ SCRAPPED

☐ SOLD
☐ STOLEN
☐ OTHER

☐ MY NEW NAME OR ADDRESS IS:

[illegible][illegible]

Apt

[illegible]

State

ZIP

[illegible][illegible]

Mobile (numbers only)

Signature

DO NOT USE THE ENCLOSED ENVELOPE FOR OTHER CORRESPONDENCE

