



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

December 16, 2020

Mr. Antonio Mole
Daimler Vans USA, LLC
8501 Palmetto Commerce Pkwy
Ladson, SC 29456

NEF-150MR
20V-756

Subject: Operator's Manual Inaccurate and/or Incomplete

Dear Mr. Mole:

This letter serves to acknowledge Daimler Vans USA, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

FREIGHTLINER/SPRINTER (VS30)/2019
FREIGHTLINER/SPRINTER 1500/2019
FREIGHTLINER/SPRINTER 2500/2019
FREIGHTLINER/SPRINTER 3500/2019
FREIGHTLINER/SPRINTER 4500/2019
MERCEDES BENZ/SPRINTER (VS30)/2019
MERCEDES-BENZ/SPRINTER 1500/2019
MERCEDES-BENZ/SPRINTER 2500/2019
MERCEDES-BENZ/SPRINTER 3500/2019
MERCEDES-BENZ/SPRINTER 4500/2019

Mfr's Report Date: December 8, 2020

NHTSA Campaign Number: 20V-756

Components:

EQUIPMENT:OTHER:OWNERS/SERVICE/OTHER MANUAL

Potential Number of Units Affected: 9

Problem Description:

Daimler Vans USA, LLC (DVUSA) is recalling certain 2019 Mercedes Benz Sprinter vehicles. These vehicles may have been delivered with a version of the printed and digital operator's manual that may be inaccurate and/or incomplete.

Consequence:

If the operator relies on the provided owner's manual, the information about vehicle functions and other safety relevant information may be inaccurate and/or incomplete, which could lead to improper operation of the vehicle and potentially increase the risk of a crash or injury.

Remedy:

DVUSA will notify owners, and dealers will replace the printed version of the operator's manual with the latest version and update

the software of the digital version, free of charge. The recall is expected to begin January 18, 2021. Owners may contact DVUSA customer service at 1-877-762-8267. DVUSA's number for this recall is VS3PRIDIBA.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

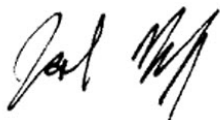
Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement