



**IMPORTANT SAFETY RECALL INTERIM NOTICE**  
This notice applies to your vehicle, VIN: [REDACTED] 001448  
**Operator's Manual**  
**NHTSA Recall #20V756**

Mercedes-Benz USA, LLC

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Managing Director  
Vans USA

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2021010004  
[REDACTED] 001448

- A safety defect exists in your vehicle.
- Remedy parts are not yet available for your vehicle.
- We will contact you again once parts are available.

Dear Valued Mercedes-Benz Sprinter Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Mercedes-Benz AG ("MBAG"), the manufacturer of Sprinter vans, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2019 Mercedes-Benz Sprinter vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

Certain MY2019 Sprinter vehicles may have been delivered with a version of the printed and digital Operator's Manual that had not been finalized. If the operator relies on a version of the Owner's Manual that had not been finalized, 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 and/or injury.

To remedy this, an authorized Mercedes-Benz dealer will replace the printed version of the Operator's Manual with the latest series version and update the software of the digital version of the Operator's Manual in the respective control unit. Unfortunately, the remedy for this issue is currently not yet available.

We are working to obtain the necessary remedy to correct this condition as quickly as possible. When the remedy becomes available, we will send you another letter asking you to take your vehicle to an authorized Mercedes-Benz dealer to have the recall completed free of charge.

Should you have any concerns or questions regarding your vehicle before you receive the next recall letter when the remedy is available, please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to remedy your situation, we are always happy to hear from you. A vehicle identification number (VIN)-based recall lookup tool on our website, which offers a search function 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/sprinter/owners-resources/recall](http://www.mbvans.com/sprinter/owners-resources/recall) and enter your 17 digit VIN in the VIN look-up tool.

We also encourage you to sign up for recall alerts at [www.nhtsa.gov/alerts](http://www.nhtsa.gov/alerts).

We apologize for any inconvenience this situation may cause you.

Sincerely,

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