IMPORTANT SAFETY RECALL

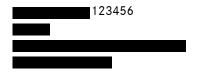
IMPORTANT SAFETY RECALL FINAL NOTICE 2021050005

This notice applies to your vehicle

VIN: 123456

Install Additional Retaining Ring on Brake Pedal Bracket
NHTSA Recall ID: 21V152

June, 2021



- · 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 decided that a defect which relates to motor vehicle safety exists in certain Model Year 2019-2020 Mercedes-Benz Sprinter vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the issue?



MBAG has determined that on certain Sprinter vehicles, the retaining washer on the bolt that connects the brake pedal to its bearing block could come loose. If the retaining washer were to come loose, over time it could detach from the bolt, and in the worst case and with ongoing use of the brake pedal, the bolt might separate from the bearing block on one side. If this were to occur, the brake lamp switch could become continuously activated even when the brake pedal is not pressed. If the brake lamps are continuously illuminated, it would not be possible for following traffic to determine the braking intention of the vehicle, which could increase the risk of a crash.

XXXX

What will your Mercedes-Benz Dealer do?

An authorized Mercedes-Benz dealer will install an additional retaining ring on the bearing bracket of the brake pedal.





For additional information and to schedule an appointment, please contact your preferred authorized Mercedes-Benz Sprinter dealer at your earliest convenience. To locate nearest Mercedes-Benz dealers visit https://www.mbvans.com or call 1-800 FOR-MERCEDES (1-800-367-6377)

Please mention you are scheduling an appointment to inspect power steering hose clamps under Recall Campaign #2021050005. **This could take approximately 45 minutes**. This service will be provided free of charge. 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 now 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 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 Daimler AG Company One Mercedes-Benz Drive Sandy Springs, GA 30328 Phone: (770) 705-0600



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Additional Information for Owners:

If an authorized Mercedes-Benz dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to https://www.safercar.gov.

VIN:

Signature

123456

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Mercedes-Benz USA, LLC

Date

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