IMPORTANT SAFETY RECALL

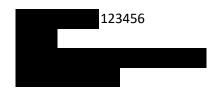
IMPORTANT SAFETY RECALL INTERIM NOTICE

This notice applies to your vehicle

IN: 123456

Retaining Washer on Brake Pedal Bolt NHTSA Recall ID: 21V152

April, 2021



- 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 Mercedes-Benz 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 - 2020 Mercedes-Benz Sprinter vehicles. Our records indicate that your vehicle is included in the affected population of vehicles

What is the concern?



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.

Unfortunately, the parts to remedy this are not yet available. We are working to obtain the necessary parts to correct this condition as quickly as possible. As parts become 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.

A vehicle identification number (VIN)-based recall lookup tool on our website 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 <u>www.mbvans.com/en/recall-information</u>. Should you have any questions or encounter any difficulty regarding this Recall Campaign, 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. Please contact us at 1-(800) FOR-MERCEDES (1-800-367-6372).

In the event that you are no longer the vehicle owner, or have had a change of address, please complete the reverse side and return the updated information in the enclosed envelope. 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

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



A Mercedes-Benz 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.

IMPORTANT

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