# **IMPORTANT SAFETY RECALL**

#### **IMPORTANT SAFETY RECALL INTERIM NOTICE**

This notice applies to your vehicle

123456 VIN:

Auxiliary Lock on Electric Sliding Door NHTSA Recall ID: 21V153

May, 2021



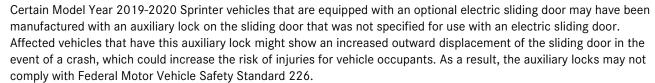
- · A safety defect exists in your vehicle.
- Remedy parts are not yet available for your vehicle
- We will contact you again once parts are available.

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 vehicle failed to comply with FMVSS 226 "Ejection Mitigation" 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 is currently developing a technical remedy and therefore, the parts to remedy this issue are currently 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 www.mbvans.com/en/recall-information. 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.

Mercedes-Benz USA

Mercedes-Benz USA, LLC A Mercedes-Benz AG Company One Mercedes-Benz Drive Sandy Springs, GA 30328 Phone: (770) 705-0600



Sincerely,

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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 <a href="https://www.safercar.gov">https://www.safercar.gov</a>.

**IMPORTANT** 

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