

## IMPORTANT SAFETY RECALL

### IMPORTANT SAFETY RECALL NOTICE 2021050001

This notice applies to your vehicle

VIN: [REDACTED] 123456

Reprogram Multifunction Display

NHTSA Recall ID: 21V235

May, 2021

[REDACTED] 123456

- 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 the vehicle may not conform to Federal Motor Vehicle Safety Standard 101 (controls and displays). Our records indicate that your vehicle is included in the affected population of vehicles.

#### What is the issue?



MBAG determined that on certain VS30 Sprinter vehicles, the degree of illumination in the multifunctional display in the instrument cluster may not be adjustable as specified in Federal Motor Vehicle Safety Standard (FMVSS) 101. Affected vehicles that do not meet the illumination adjustment requirements for the instrument cluster do not comply with FMVSS 101, which could increase the risk of a crash if the instrument cluster is too bright for the ambient conditions.

#### What will your Mercedes-Benz Dealer do?



An authorized Mercedes-Benz Sprinter dealer will perform a software update for the instrument cluster on the affected vehicles.

#### Steps to take.



For additional information and to schedule an appointment, please contact your preferred authorized Mercedes-Benz Sprinter dealer at your earliest convenience. To locate authorized dealers see <https://www.mbvans.com/en/dealers>. Please mention you are scheduling an appointment to reprogram of multifunction display under Recall Campaign # 2021050001.

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. **This could take less than 30 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](http://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>.

## IMPORTANT

VIN: [REDACTED] 123456

**If for any reason YOU NO LONGER OWN THIS VEHICLE OR have a CHANGE OF ADDRESS, please COMPLETE THE SECTION BELOW, place in the ENCLOSED ENVELOPE, and DROP IN ANY MAIL BOX. If possible, provide the name and address of the present owner so that we may contact them.**

- ☐ EXPORTED
- ☐ LEASE, VEHICLE RETURNED
- ☐ SCRAPPED
- ☐ SOLD
- ☐ STOLEN
- ☐ OTHER

- ☐ NEW OWNER INFORMATION  
OR  
☐ MY NEW NAME OR ADDRESS IS:

[illegible]

Last Name, First Name

[illegible]

Street

Apt

[illegible]

City

State

ZIP

[illegible]

Email Address

[illegible]

Phone (numbers only)

[illegible]

Mobile (numbers only)

Date \_\_\_\_\_

**Signature**

Mercedes-Benz USA, LLC

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