

IMPORTANT SAFETY RECALL

IMPORTANT SAFETY RECALL NOTICE 2021050001

This notice applies to your vehicle

VIN: [REDACTED]

Reprogram Multifunction Display

NHTSA Recall ID: 21V235

May, 2021

[REDACTED] 123456
[REDACTED]

- A remedy is available for your vehicle.
- Schedule an appointment with your authorized Freightliner dealer as soon as possible.
- This repair will be provided free of charge.

Dear Valued Freightliner 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 Freightliner, has decided that the vehicles may not conform to Federal Motor Vehicle Safety Standard (FMVSS) 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 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 Freightliner Dealer do?



An authorized Freightliner 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 Freightliner Sprinter dealer at your earliest convenience.

To locate authorized dealers see <https://www.freightlinersprinterusa.com/freightliner/shopping-tools/find-a-dealer>. 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.

Please visit www.freightlinersprinterusa.com/freightliner/owners-resources/recall. Should you have any questions or encounter any difficulty regarding this Recall Campaign, please contact an authorized Freightliner dealer. A VIN-based recall lookup tool on our website 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.

Sincerely,
Daimler Vans USA

Daimler Vans 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 Freightliner 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]

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)

Daimler Vans USA, LLC

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



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Date

Signature

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