

## IMPORTANT SAFETY RECALL

### IMPORTANT SAFETY RECALL NOTICE

This notice applies to your vehicle

VIN: [REDACTED] 016360

Update Incorrect VIN

NHTSA Recall ID: 21V237

May, 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 your 2019 Mercedes-Benz Sprinter vehicle does not conform to section 49 of the US Code of Federal Regulations, Part 567.

#### What is the issue?



Mercedes-Benz AG (MBAG), the manufacturer of Mercedes-Benz vans, has determined that on one Sprinter vehicle, the VIN number listed on the vehicle's dash board, certification label and body-in-white is not recorded accurately. As a result, you may not receive information about open safety-recall campaigns.

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



An authorized Mercedes-Benz Sprinter dealer will update the VIN to reflect the accurate information and replace the vehicle certification label and the VIN label at the dash board on the affected vehicle. **This repair could take less than 1 hour.**

#### Steps to take.



For additional information and to schedule an appointment, please contact your preferred authorized Mercedes-Benz dealer at your earliest convenience.

To locate authorized dealers, visit [www.MBVans.com](http://www.MBVans.com) or call 1-800-FOR-MERCEDES (1-800-367-6372)

**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.

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] **016360**

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:

[Grid for Last Name, First Name]

Last Name, First Name

[Grid for Street and Apt]

Street

Apt

[Grid for City, State, and ZIP]

City

State

ZIP

[Grid for Email Address]

Email Address

[Grid for Phone (numbers only)]

Phone (numbers only)

[Grid for Mobile (numbers only)]

Mobile (numbers only)

Date

Signature

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