

## IMPORTANT SAFETY RECALL

### IMPORTANT SAFETY RECALL NOTICE 2021050003

This notice applies to your vehicle

VIN: [REDACTED] 123456

Inspect Power Steering Hose Clamps

NHTSA Recall ID: 21V241

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 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 issue?

MBAG has determined that on certain Mercedes-Benz Sprinter vehicles, the hydraulic power steering return line hoses might detach at their connection points under certain operating conditions, which could cause hydraulic fluid to leak, resulting in the loss of power steering assist. If the hydraulic power steering hose detaches, the driver will still have manual steering functionality, but increased steering effort will be needed, particularly at low speeds. Sudden loss of power steering assist as well as the loss of hydraulic steering fluid to the road surface may increase the risk of a crash.



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

An authorized Mercedes-Benz dealer will check the return line connections of the power steering system and if needed, install the respective replacement clamp.



#### 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 nearest Mercedes-Benz dealers visit <https://www.mbvans.com> or call 1-800 FOR-MERCEDES (1-800-367-6372)

Please mention you are scheduling an appointment to inspect power steering hose clamps under Recall Campaign #2021050003.

**This could take approximately 1hr and 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](https://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>.

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**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**

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