

IMPORTANT SAFETY RECALL

IMPORTANT SAFETY RECALL NOTICE 2021060020

This notice applies to your vehicle

VIN: [REDACTED]

Reprogram ESP Control Unit for Upfitted Vehicles

NHTSA Recall ID: 21V360

July, 2021

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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.

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 defect which relates to motor vehicle safety exists in certain Model Year 2019 Mercedes-Benz Sprinter vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the issue?



On certain Mercedes-Benz Sprinter vehicles with the camper upfit option, the ESP Software was not adapted for upfitted vehicles that have a higher center of gravity. Depending on the vehicle's individual specifications after the camper upfit, vehicles without the specified version of the ESP software could have in an increased risk of a crash during highly dynamic driving maneuvers.



What will your Mercedes-Benz Dealer do?

An authorized Mercedes-Benz Sprinter dealer will update the software version of the corresponding control unit.

This repair should take less than 30 minutes.



Steps to take.

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

Please mention you are scheduling an appointment to reprogram ESP control unit under Recall Campaign # 2021060020

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

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. See www.mbvans.com/en/recall-information.

Should you have any questions, please contact your authorized Mercedes-Benz Sprinter 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]

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

