

IMPORTANT SAFETY RECALL

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This notice applies to your vehicle

VIN: [REDACTED]

Update MBUX Software

NHTSA Recall #21V411

July, 2021

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

- A safety defect exists in your vehicle
- Remedy software is not yet available
- We will contact you again once the software is available

Dear Valued Mercedes-Benz Sprinter Owner:

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 Mercedes-Benz Sprinter vans, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2019 - 2021 Mercedes-Benz Sprinter vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the concern?

On certain Mercedes-Benz Sprinter vans the MBUX multimedia system software might not meet specifications. Under very specific conditions, the MBUX multimedia system might not start and the display might remain black, or could reboot unintentionally after 50 seconds of initial startup. Accordingly, the rearview camera image might not be displayed or the display might be interrupted, which could increase a risk of a crash or injury.



Unfortunately, the software to remedy this issue is currently not yet available.

We are working to obtain the necessary software to correct this condition as quickly as possible. When the software update becomes available, we will send you another letter asking you to take your vehicle to an authorized Mercedes-Benz Sprinter dealer to have the recall completed free of charge.

Should you have any questions or concerns regarding your vehicle, please contact us at 1-800-MERCEDES (1-800-367-6372)

A vehicle identification number (VIN)-based recall lookup tool on our website offers a search function that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed.

Please visit <https://www.mbvans.com/en/recall-information> and enter your 17 digit VIN in the VIN Look-up tool.

We also encourage you to sign up for recall alerts at www.nhtsa.gov/alerts.

In the event that you are no longer the vehicle owner, or have had a change of address, please complete the reverse side and return the updated information in the enclosed envelope. 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.

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

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