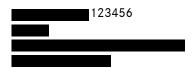
## IMPORTANT SAFETY RECALL

## **IMPORTANT SAFETY RECALL INTERIM NOTICE**

This notice applies to your vehicle VIN: 123456
Replace Certain Seatbelts
NHTSA Recall #21V513

October, 2021



- . A safety defect exists in your vehicle.
- Remedy software is not yet available for your vehicle.
- 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 on a certain Model Year 2021 Mercedes-Benz Sprinter vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) number 208, "Occupant Crash Protection". Our records indicate that your vehicle is included in the affected population of vehicles.

On certain Mercedes-Benz Sprinter vehicles, the Automatic Locking Retractor (ALR) function on certain seatbelts may not function as designed. A seat belt retractor that does not function as intended can increase the risk of injury during a crash.

As a precautionary measure, an authorized Mercedes-Benz dealer will replace the seat belts on the affected vehicles

## Unfortunately, the parts to remedy this issue are currently not yet available.

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

Should you have any concerns or questions regarding your vehicle before you receive the next recall letter when parts are available, please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to remedy your situation, we are always happy to hear from you. Please contact us at 1-800-367-6372. A new vehicle identification number (VIN)-based recall lookup tool on our MBUSA.com 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 <a href="https://www.mbvans.com/en/recall-information">https://www.mbvans.com/en/recall-information</a> and enter your 17 digit VIN in the VIN Look-up tool.

We also encourage you to sign up for recall alerts at <a href="www.nhtsa.gov/alerts">www.nhtsa.gov/alerts</a>.

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 situation may cause you.

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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If for any reason YOU NO LONGER OWN THIS VEHICLE OR have a CHANGE OF ADDRESS, please COMPLETE THE SECTION

VIN: 123456

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 ☐ SOLD ☐ LEASE, VEHICLE RETURNED ☐ STOLEN ■ SCRAPPED ■ OTHER \_\_\_\_\_ ■ NEW OWNER INFORMATION ■ MY NEW NAME OR ADDRESS IS: Last Name, First Name Street Apt ZIP City State **Email Address** Phone (numbers only) Mobile (numbers only) Signature Date