

IMPORTANT SAFETY RECALL

IMPORTANT SAFETY RECALL NOTICE 2022020013

This notice applies to your vehicle

VIN: [REDACTED]

Replace Front Brake Hoses and Check Fender Liners

NHTSA Recall #21V933

March, 2022



- A remedy is available for your vehicle.
- Schedule an appointment with your authorized Freightliner dealer as soon as possible.
- This repair will be provided free of charge.

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

What is the issue?



MBAG has determined that on certain Sprinter vans, the rear portion of the fender liner on the front axle could contact and chafe the brake hose. If the distance between the fender liner and the brake hose is not sufficient, the front wheel suspension could contact and chafe the brake hose, which could lead to the loss of brake fluid. Over time, if the operator ignores the brake fluid warning indicator and continues to operate the vehicle until the brake fluid empties, the stopping distance may lengthen which could increase the risk of a crash.



What will your Freightliner Dealer do?

An authorized Freightliner Sprinter dealer will check the condition and clearance of the brake hoses and, if necessary, replace them. Additionally, the corresponding fender liner will be modified accordingly on the respective side.

Steps to take.



For additional information and to schedule an appointment, please contact your preferred Freightliner Sprinter dealer at your earliest convenience. To locate authorized Freightliner Sprinter dealers, please visit

<https://www.freightlinersprinterusa.com/freightliner/shopping-tools/find-a-dealer> or call 1-877-762-8267.

Please mention you are scheduling an appointment to replace the front brake hoses and check the fender liners under Recall Campaign #2022020013.

This could take up to 4 hours. 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.

Please visit www.freightlinersprinterusa.com/freightliner/owners-resources/recall. Should you have any questions or encounter any difficulty regarding this Recall Campaign, please contact an authorized Freightliner Sprinter dealer. 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.

Sincerely,
Daimler Vans USA

Daimler Vans USA, LLC
A Mercedes-Benz Group 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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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]

Street

Apt

[Grid for City]

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

