

IMPORTANT SAFETY RECALL

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This notice applies to your vehicle

VIN: [REDACTED]

Replace Rear View Camera

NHTSA Recall ID:22V099

January, 2023

[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.

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz Metris vans, has determined that a defect which relates to motor vehicle safety exists in certain Model Year 2016-2018 Mercedes-Benz Metris vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the issue?



On certain Mercedes-Benz Metris vans, a hardware defect in a memory chip within the rear view camera may cause the camera image in the rear view display to freeze. In this case, the rear view display might not show an accurate and reliable view to the driver of the areas behind the vehicle. As a result, the driver might not be able to see certain objects behind the vehicle, which could increase the risk of a crash while backing up.

What will your Mercedes-Benz Dealer do?



In the interim notice for this recall, we informed you that due to parts availability a software update would serve as an interim solution until the hardware was available. Fortunately, the replacement camera is now available, so an interim software update is no longer necessary. An authorized Mercedes-Benz Metris dealer will replace the rear view camera on the affected vehicles.

Steps to take.



For additional information and to schedule an appointment, please contact your preferred authorized Mercedes-Benz Metris 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 Replace the Rear View Camera under Recall Campaign **#202212003 This could take approximately 1 hour.** 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 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. See 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 Mercedes-Benz Group AG Company
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Phone: (770) 705-0600



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Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already paid to have this recall condition corrected, you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz dealer. The following documentation must be presented to your dealer for reimbursement.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who repaired it.
- The total cost of the repair expense that is being claimed.
- Proof of payment of repair (copy of front and back of cancelled check or copy of credit card receipt).
- Reimbursement will be made by check from your dealer. If your claim is denied you will receive a letter from MBUSA within 60 days of receipt with the reason(s) for the denial.

