

IMPORTANT SAFETY RECALL

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INTERIM NOTICE This notice applies to your vehicle

VIN: [REDACTED]

**Update Rear View Camera Software
NHTSA Recall #22V181**

June, 2022

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

- Your vehicle is not compliant with Federal Motor Vehicle Safety Standards.
- 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 Sprinter vans, has decided that certain Model Year 2019-2021 Mercedes-Benz Sprinter vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 111 "Rear Visibility." Our records indicate that your vehicle is included in the affected population of vehicles.

On certain Sprinter vehicles, the display function of the rearview camera might be impaired. In some instances the rearview image might not be displayed in the central display after engaging the reverse gear. Instead, the central display would continue to display the existing screen image (e.g. navigation, radio, etc.) or display a black screen with a message warning of the inoperability of the rearview camera to display an image. A rearview camera image that does not display right away might impair rear visibility which could increase the risk of a crash.

An authorized Mercedes-Benz Sprinter dealer will update the software for the rearview camera to current product specifications.

Unfortunately, the software to remedy this issue is not yet available. We are working to obtain the necessary software to correct this condition as quickly as possible. As the software 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 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 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 www.mbvans.com/sprinter/owners-resources/recall and enter your 17 digit VIN in the VIN Look-up tool

If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, pursuant to the law 49 U.S.C. Chapter 301, you may submit a written complaint to Administrator, National Highway Traffic Safety Administration, 1200 New Jersey AVE SE., Washington, DC 20590 You may also call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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 situation may cause you.

Sincerely,
Mercedes-Benz USA

Mercedes-Benz USA, LLC
A Mercedes-Benz Group AG Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone: (770) 705-0600



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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.

- [illegible]

- ☐ NEW OWNER INFORMATION ☐ MY NEW NAME OR ADDRESS IS:

[illegible]

Last Name, First Name

[illegible]

Street

Apt

[illegible]

City

State

ZIP

[illegible]

Email Address

[illegible]

Phone (numbers only)

[illegible]

Mobile (numbers only)

Date

Signature

Mercedes-Benz USA, LLC
A Mercedes-Benz Group AG Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone: (770) 705-0600

