

## IMPORTANT SAFETY RECALL

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**INTERIM NOTICE** This notice applies to your vehicle

VIN: [REDACTED]

**Update Hermes Communication Module Software  
NHTSA Recall #22V360**

July, 2022

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

- Your vehicle is being recalled
- 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 determined that a defect which relates to motor vehicle safety exists in certain Model Year ("MY") 2019-2021 Mercedes-Benz Sprinter vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

MBAG has determined that on certain Mercedes-Benz Sprinter vehicles, the communication module's SIM card might become disabled and prevent a connection with a mobile phone network. In this case, the manual as well as the automatic eCall function would not be available, which could preclude or delay the arrival of emergency responders. This might increase the risk of an injury following an emergency event.

The supplier of the SIM card will update the SIM profile of the communication modules on the affected vehicles. This update is planned to be performed over-the-air with no workshop visit being required. If the over-the-air update cannot be successfully completed, the customer will be notified and advised to visit an authorized dealer to have the update performed.

**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 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](http://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.safecar.gov>.

We also encourage you to sign up for recall alerts at [www.nhtsa.gov/alerts](http://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.

- EXPORTED
- LEASE, VEHICLE RETURNED
- SCRAPPED
- SOLD
- STOLEN
- OTHER \_\_\_\_\_

NEW OWNER INFORMATION

MY NEW NAME OR ADDRESS IS:

[Grid for Last Name, First Name]

Last Name, First Name

[Grid for Street]

Street

Apt

[Grid for City, State, ZIP]

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

