

## IMPORTANT SAFETY RECALL

This notice applies to your vehicle

VIN: [REDACTED]

Modify Interior Blower Fuse Layout

NHTSA Recall #23V100

June, 2023

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

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

Dear Freightliner Sprinter Owner:

This notice is 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 2019-2020 Freightliner Sprinter vehicles. Our records indicate that your vehicle is included in the affected population of vehicles. **Our records indicate that your vehicle is included in the affected population of vehicles.**

### What is the issue?



On certain Sprinter vehicles, the fuse layout of the interior heating ventilation and air conditioning (HVAC) blower motor might not meet the requirements for prolonged operation at the highest blower setting. The interior blower motor circuit may be inadequate, which can allow the wiring harness to overheat. Consequently, a risk of fire during operation and a risk of injury cannot be ruled out.

### What will your Freightliner Sprinter Dealer do?



An authorized Freightliner Sprinter dealer to relocate and replace the fuse and wiring harness, free of charge.

**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.

### Steps to take.



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

<https://www.freightlinersprinterusa.com/en/freightliner-service-centers> or call 1-877-762-8267

Please mention you are scheduling an appointment to modify interior blower fuse layout under **Recall Campaign #2023040008**.



**Until the recall is completed, to prevent the possibility of a fire, the front blower must only be operated in manual (not automatic) mode whenever the engine is on. Do not use the maximum blower or lowest/highest temperature settings!**

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 Freightliner Sprinter dealer. Please see the following page for more information.

A VIN-based recall lookup tool on our website 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. Please visit <https://www.freightlinersprinterusa.com/en/recall-information>. Should you have any questions, please contact your authorized Freightliner Sprinter dealer. We apologize for any inconvenience this may have caused and look forward to taking care of this important safety issue immediately.

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



If an authorized Freightliner Sprinter 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>.

VIN: [REDACTED]



## **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 Freightliner Sprinter 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.