



**IMPORTANT EMISSION CAMPAIGN – FOLLOW UP  
2021040017**

**This notice applies to your vehicle  
EPA & CARB Approved Emission Modification – OM642 Sprinter EMC #2**

May 5, 2021

Dear Mercedes-Benz Sprinter Owner or Lessee:

We recently sent a letter to you advising that Mercedes-Benz AG and Mercedes-Benz USA, LLC (“MBUSA”) had reached a settlement with the United States Department of Justice (DOJ), the Environmental Protection Agency (EPA), the California Air Resources Board (CARB), and the California Attorney General’s Office (CA AG), regarding the emission control system in your Model Year 2011 Sprinter vehicle. As part of this settlement, we offered a modification to your vehicle’s emission control system, and you recently had that emission modification performed on your vehicle.

This notice is to inform you that the emission modification for your Model Year 2011 Sprinter vehicle has been updated. This update is necessary to address an issue where an incorrect version coding may cause vehicles to show an erroneous error message in the instrument cluster. Our records indicate that your vehicle is included in the population of affected vehicles. As a result, we are requesting that you bring your vehicle back to your authorized Mercedes-Benz Sprinter dealer for an important update to the Engine Control Unit (ECU) that will remedy the issue.

An authorized Mercedes-Benz Sprinter dealer will update the ECU in your vehicle **free of charge**. The working time required is approximately 2 hours.

Please contact your preferred authorized Mercedes-Benz Sprinter dealer for additional information, and to schedule this follow-up appointment. To locate additional authorized dealers please see [www.mbvans.com/sprinter/shopping-tools/find-a-dealer](http://www.mbvans.com/sprinter/shopping-tools/find-a-dealer). If you are unable to locate the nearest authorized dealer, please contact the Sprinter Customer Assistance Center at 1-877-762-8267.

If repairs were made to your vehicle in an attempt to remedy this erroneous error message during the initial installation of the emission modification, reimbursement for those repairs may be available through your preferred authorized Mercedes-Benz Sprinter dealer at the time of the ECU update.

We sincerely apologize for any inconvenience and appreciate your cooperation.

Sincerely,  
Mercedes-Benz USA