



Atlanta, December 21, 2021

To Whom It May Concern,

We write again to remind you to stress to the drivers involved with the delivery of goods for Amazon the importance of certain key points with regard to the safe operation of Mercedes-Benz Sprinter vans. We note that recently there appear to be drivers of Amazon's Sprinter fleet who continue to refuse to follow important safety guidelines.

Most importantly, each and every time an Amazon Mercedes-Benz Sprinter van is parked, the driver must properly shift the vehicle into "park," set the parking brake per the instructions in the owner's manual, and otherwise obey all local laws (e.g., turn the wheels to the curb when parking on an incline, etc.). These rules must be followed every time a Mercedes-Benz Sprinter van is parked --- there can be no exceptions. Following these rules is critical to prevent vehicle roll-aways, and the risk of serious personal injury and/or property damage that accompanies them.

As a result of this situation, the company has developed and is prepared to implement an update to the PSM module to the Amazon DSP vehicles as an additional interim risk-mitigation step. Because it is clear that the potential for roll-away can be eliminated if the Amazon drivers apply the parking brake, as they have been instructed, the PSM update would sound a horn if the driver leaves the seat without the parking brake engaged. This offer was made to Amazon now several times during various meetings, the latest one on Dec. 10. Again, we strongly recommend to roll out the above mentioned PSM Driver Alert update for all Amazon DSP fleets. We understand the update has been tested on some DSP fleet vehicles and was found to effectively prevent the above mentioned unsafe driving behavior.

Related thereto, as also mentioned, there have been reports of numerous instances of Amazon drivers misusing the seatbelt in Mercedes-Benz Sprinter vans. Specifically, we continue to observe instances of drivers buckling their seatbelts improperly, in an effort to try to "trick" the system into thinking the driver is properly using his/her seat belt. For example, seatbelts are pulled behind seats then buckled or otherwise buckled outside of the proper normal fashion around the seat occupant. This not only is illegal under applicable local law, it also is terribly unsafe, and must never occur, as it can result in serious injury.

Thanks in advance for your anticipated prompt assistance in making sure these important safety steps are followed.

Sincerely,

Mercedes-Benz USA, LLC

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A Daimler Company

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