

CL-10980709-1145

NEF-010



Indianapolis, IN



APR 13 2017



National Highway Traffic Safety Admin.

APR 13 2017

1200 New Jersey Ave. S.E.

Washington, D.C. 20590

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
THIMC: INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

When I received the 5th notice about the passenger side air bag that said parts were now available, I called the local Freightliner Dealer to schedule repairs. They confirmed VIN# and recall# but could not make an appointment for repairs. They only make appointment for over the road trucks not Sprinter vans. They do not have the parts in stock and demand the truck be in their hands before ordering. I use this truck M-F and cannot have it tied up in their shop for 2 to 5 days while they get around to my safety recall. Since they had my numbers, I asked them to order the part and when it was there I could bring my truck in on a Saturday and pick it up on Monday in time for me to use it on my route. OH! NO! they must have the truck in house before ordering any parts. So it is a Mexican stand off. They care nothing about Sprinter vans and only work on them as it is convenient for them. Now I have received notice that the driver side needs replaced as well and in city the size of Indianapolis there is no place to receive the service that is mandated by the government



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URGENT SAFETY RECALL 2017030013
This notice applies to your vehicle
VIN: WDYPE845375
Replace Driver-side Airbag Module
NHTSA Recall #16V077

Daimler Vans USA, LLC
A Daimler Company
Robert Veit
Managing Director Vans USA

March, 2017

2017030013
WDYPE845375

Indianapolis, IN



- A safety defect exists in your vehicle
- Remedy parts are now 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 requirements of the National Traffic and Motor Vehicle Safety Act.

Daimler Vans USA has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2007-2008 Freightliner Sprinter vehicles. Our records indicate that your vehicle is included in the affected population of vehicles. **Remedy parts are now available for your vehicle.**

What is the CONCERN?

Your driver-side airbag is affected by this recall based on the defect decision of TK Holdings, Inc. ("Takata"). Under certain circumstances during a crash that necessitates frontal airbag deployment, the defect in your driver-side airbag inflator may cause the inflator housing to rupture. **A driver-side inflator rupture during deployment could result in metal fragments striking the driver or other occupants, possibly causing serious injury or death.**

What will your DEALER DO?

An authorized Freightliner Sprinter dealer will replace the driver-side airbag module. **This service will be provided free of charge.** While the minimum repair time is approximately **30 minutes**, your dealer can provide you with a better estimate of the overall time for this service visit. As a matter of normal service process, an authorized Freightliner dealer will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time. You will not be charged for other service or repairs unless so requested.

What should YOU DO?



To find the most convenient authorized Freightliner dealer from your smartphone, scan the QR code to the left.

Schedule an appointment immediately at your preferred authorized Freightliner Sprinter Dealer. See www.freightlinersprinterusa.com/freightliner/owners-resources/recall for the Dealer Locator. **Please mention you are scheduling an appointment to replace the Takata driver-side airbag module under Recall Campaign #2017030013.** 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.

Information for Owners

We 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.

Should you have any questions difficulty regarding this Recall Campaign, please contact an authorized Freightliner 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 1-877-496-3691.

If an authorized Freightliner 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 <http://www.safercar.gov>.

We apologize for any inconvenience this situation may cause you, but your safety is of utmost concern to Freightliner.

Sincerely,

Daimler Vans USA, LLC
303 Perimeter Center North
Suite 202 - Vans 6th FL
Atlanta, GA 30346
Phone 877-762-8267
Fax (770) 705-0117

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NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN.
1200 NEW JERSEY AVE. S.E.
WASHINGTON, D.C. 20590

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