

**Safety Recall # 2011080003  
Bench Seat IsoFix Brackets**

September, 2011

Dear Mercedes-Benz Sprinter Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Daimler AG (DAG), the manufacturer of Sprinter vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2011 Mercedes-Benz Sprinter vehicles with regard to the three-passenger bench seat IsoFix brackets used to secure some types of child restraints. Mercedes-Benz USA, LLC (MBUSA), therefore has initiated a recall of these vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

**WE SENT YOU THIS NOTICE BECAUSE WE ARE CONCERNED ABOUT YOUR SAFETY.**

DAG has determined that on certain Sprinter vehicles equipped with three-passenger bench seats the IsoFix brackets may not have been welded properly. As a result this may increase the risk of injury during a crash.

MBUSA therefore has initiated a recall of all potentially affected vehicles described above. An authorized Mercedes-Benz Sprinter dealer will remedy this condition by checking a production date of the affected three-passenger bench seats and replacing the seat(s) if necessary. This service will be provided free of charge. The working time required is approximately one half hour. As a matter of normal service process, your authorized Mercedes-Benz Sprinter dealer will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time. Please contact your authorized Mercedes-Benz Sprinter dealer for additional information and to schedule an appointment at your earliest convenience. Please mention Recall Campaign #2011080003.

**Please visit an authorized Mercedes-Benz Sprinter dealer to have this recall repair performed.**

If you are no longer the vehicle owner, or have a change of address, please complete the reverse side of this letter and return the complete letter 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. If you have paid to have this recall condition corrected prior to this notice you may be eligible to receive reimbursement. Please see the reverse side of this notice for details.

Please contact an authorized Mercedes-Benz Sprinter dealer should you have any questions or encounter any difficulty regarding this recall. If your dealer is unable to remedy your situation please contact us at 1-877-762-8267.

If an authorized Mercedes-Benz Sprinter dealer or MBUSA, LLC, fails or is unable to perform this service without charge within 60 days, 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.

Sincerely,

