Mercedes-Benz

IMPORTANT SAFETY RECALL 2015020004
This notice applies to your vehicle,
[redacted]
Door Abutting Wedge
NHTSA Recall # 15V082

Mercedes-Benz USA, LLC
Bernhard J. Glaser
Vice President &
Managing Director
Vans USA

March, 2015

[redacted]

Dear Mercedes-Benz Sprinter Owner,

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

Daimler AG (DAG), the manufacturer of Mercedes-Benz Sprinter vehicles, has decided that a defect which relates to motor vehicle safety exists in the door abutment wedge of Model Year 2015 Mercedes-Benz Sprinter vehicles during a certain production period. 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.

The Model Year 2015 Sprinter vehicles require an abutting wedge at the B-pillar to assist in opening the doors after a severe frontal impact crash. The abutting wedge may have been installed incorrectly on your vehicle. If a vehicle with an incorrectly installed abutting wedge is involved in a severe frontal collision, it may require significantly greater forces to open the doors, increasing the risk of injury. An authorized Mercedes-Benz Sprinter dealer will check the installation of the abutting wedge, and if found incorrect will correct the abutting wedge installation and replace the mounting bolts.

This service will be provided free of charge. We are dedicated to always delivering the Best or Nothing – and respect for your time is a top priority. While the minimum repair time is approximately one half hour, 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 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.

For additional information and to schedule an appointment please contact **an authorized Mercedes-Benz Sprinter dealer,** at your earliest convenience. To locate additional authorized dealers see www.sprintervansusa.com/dealer-locator. **Please mention you are scheduling an appointment to check the abutting wedge installation under Recall Campaign # 2015020004.** 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.

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 days to comply with federal regulations.

Should you have any questions or encounter any difficulty regarding this Recall Campaign please contact an authorized Mercedes-Benz Sprinter 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 877-762-8267

If an authorized Mercedes-Benz Sprinter dealer or Mercedes-Benz USA, 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 regret any inconvenience this situation may cause you.

Sincerely,

Mercedes-Benz – are registered trademarks of Daimler AG, Stuttgart, Germany

Mercedes-Benz USA, LLC
One Mercedes Drive
P.O. Box 350
Montvale, NJ 07645-0350
Phone 1-800-FOR-MERCedes (1-800-367-6372)
Fax (201) 476-6211
www.MBUSA.com

IMPORTANT

IF FOR ANY REASON YOU DO NOT NOW OWN THIS VEHICLE OR HAVE A CHANGE OF ADDRESS, PLEASE COMPLETE THE SECTION BELOW, PLACE IN THE ENCLOSED ENVELOPE, AND DROP IN ANY MAIL BOX. IF POSSIBLE, PROVIDE THE NAME AND ADDRESS OF THE PRESENT OWNER SO THAT WE MAY CONTACT THEM.

- ❑ SCRAPPED
- ❑ STOLEN
- ❑ OTHER _____
- ❑ SOLD I HAVE SOLD THE VEHICLE TO:
- ❑ MY NEW ADDRESS IS:

NAME _____

STREET _____ APT. _____

CITY _____ STATE _____ ZIP _____

PHONE _____

THANK YOU FOR YOUR COOPERATION

Mercedes-Benz
Mercedes-Benz USA, LLC
P.O. Box 301
Broadway, NJ 08808-0301

SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION

U.S. Department of Transportation

Issued in Accordance With Federal Law

NHTSA
www.nhtsa.gov

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 37 MONTVALE NJ

POSTAGE WILL BE PAID BY ADDRESSEE

ATTN: CUSTOMER ADVOCACY
CUSTOMER ASSISTANCE CENTER
MERCEDES-BENZ USA LLC
PO BOX 350
MONTVALE NJ 07645-9978

IMPORTANT SAFETY RECALL 2015020004
This notice applies to your vehicle, WCDPE7DD5F5962119
Door Abutting Wedge
NHTSA Recall # 15V082

Daimler Vans USA, LLC
A Daimler Company
Bernhard J. Glaser
Vice President &
Managing Director
Vans USA

March 2015

2015020004
WCDPE7DD5F5962119
Fred N Harrison
62 Elinore Ave
Merrick, NY 115664214

Dear Freightliner Sprinter Owner,

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

Daimler AG (DAG), the manufacturer of Freightliner Sprinter vehicles, has decided that a defect which relates to motor vehicle safety exists in the door abutment wedge of Model Year 2015 Freightliner Sprinter vehicles during a certain production period. 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.

The Model Year 2015 Sprinter vehicles require an abutting wedge at the B-pillar to assist in opening the doors after a severe frontal impact crash. The abutting wedge may have been installed incorrectly on your vehicle. If a vehicle with an incorrectly installed abutting wedge is involved in a severe frontal collision, it may require significantly greater forces to open the doors, increasing the risk of injury. An authorized Freightliner Sprinter dealer will check the installation of the abutting wedge, and if found incorrect will correct the abutting wedge installation and replace the mounting bolts.

This service will be provided free of charge. We are dedicated to always delivering the Best or Nothing - and respect for your time is a top priority. While the minimum repair time is approximately one half hour, 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 Sprinter dealer will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time.

For additional information and to schedule an appointment please contact **an authorized Freightliner Sprinter dealer.** To locate additional authorized dealers see www.sprintervansusa.com/dealer-locator. **Please mention you are scheduling an appointment to check the abutting wedge install under Recall Campaign # 2015020004.** 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. 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.

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 days to comply with federal regulations.

Should you have any questions or encounter any difficulty regarding this Recall Campaign please contact an authorized Freightliner Sprinter 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 877-762-8267

If an authorized Freightliner Sprinter dealer or Daimler Vans USA, 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 regret any inconvenience this situation may cause you.

Sincerely,

Daimler Vans USA, LLC
One Mercedes Drive
P.O. Box 350
Montvale, NJ 07645-0350
877-762-8267

IMPORTANT

IF FOR ANY REASON YOU DO NOT NOW OWN THIS VEHICLE OR HAVE A CHANGE OF ADDRESS, PLEASE COMPLETE THE SECTION BELOW, PLACE IN THE ENCLOSED ENVELOPE, AND DROP IN ANY MAIL BOX. IF POSSIBLE, PROVIDE THE NAME AND ADDRESS OF THE PRESENT OWNER SO THAT WE MAY CONTACT THEM.

- ❑ SCRAPPED
- ❑ STOLEN
- ❑ OTHER _____
- ❑ SOLD I HAVE SOLD THE VEHICLE TO:
- ❑ MY NEW ADDRESS IS:

NAME _____

STREET _____ APT. _____

CITY _____ STATE _____ ZIP _____

PHONE _____

THANK YOU FOR YOUR COOPERATION

Daimler Vans USA, LLC
P.O. Box 301
Broadway, NJ 08808-0301

SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION

U.S. Department of Transportation

Issued in Accordance With Federal Law

NHTSA
www.nhtsa.gov

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 37 MONTVALE NJ

POSTAGE WILL BE PAID BY ADDRESSEE

ATTN: CUSTOMER ADVOCACY
CUSTOMER ASSISTANCE CENTER
MERCEDES-BENZ USA LLC
PO BOX 350
MONTVALE NJ 07645-9978