

URGENT SAFETY RECALL 2017030012

This notice applies to your vehicle

VIN:

Replace Driver-side Airbag Module

NHTSA Recall #16V077

Daimler Vans USA, LLC

A Daimler Company

Robert Veit

Managing Director Vans USA

March, 2017

2017030012



- 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 2007-2009 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 **20 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

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 #2017030012.** 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

VIN:

☐ EXPORTED

☐ LEASE, VEHICLE RETURNED

☐ SCRAPPED

☐ SOLD

☐ STOLEN

☐ OTHER _____

☐ MY NEW NAME OR ADDRESS IS:

[illegible][illegible]

Apt

[illegible]

State

ZIP

[illegible][illegible][illegible]

Mobile (numbers only)

Signature

Reimbursement to Customers for Repairs Performed Prior to Recall

Original or clear copy of all receipts, invoices and/or repair orders that show:

- Please speak with your dealer concerning this matter. THANK YOU FOR YOUR COOPERATION.**