



Mercedes-Benz

IMPORTANT SAFETY RECALL 2016070006/7

**This notice applies to your vehicle,
WDDUG6DB8FA12345
Paint Adhesion
NHTSA Recall # 16V261**

Mercedes-Benz USA, LLC

Bernhard J. Glaser
Vice President &
Managing Director
Vans USA

August, 2016

2016070006/7
WDDUG6DB8FA123456
Daniel Selke
1 Mercedes Drive
Montvale, NJ 07645

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 Mercedes-Benz Sprinter vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2015 and Model Year 2016 Mercedes-Benz Sprinter vehicles. The purpose of this letter is to explain what the recall is about, what we are doing to correct it, and when parts will be available.

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

During production, certain Sprinter vehicles received multiple layers of paint where the chemical composition was outside of specifications. This issue may affect the paint adhesion, specifically between the topmost layer of paint and the chassis. In the event of a crash, high forces may act on the windows, which are bonded to the paint. Should this occur, the windows may peel away from the vehicle, and could lead to an increased risk of injury.

We are working to obtain the necessary parts to correct this condition as quickly as possible. As parts become available, we will send you another letter asking you to take your vehicle to an authorized Mercedes-Benz Sprinter dealer to have the issue corrected free of charge.

Should you have any concerns or questions regarding your Sprinter before you receive the next recall letter, please contact an authorized Mercedes-Benz Sprinter dealer. If for any reason a dealer is unable to address your concern, we are always happy to hear from you. Please contact us at 1-877-762-8267. A vehicle identification number (VIN)-based recall lookup tool on our www.mbvans.com/sprinter/owners-resources/recall website now offers a search function that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy 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 within 10 days to comply with federal regulations.

If a Mercedes-Benz Sprinter 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 regret any inconvenience this situation may cause you.

Sincerely,

Mercedes-Benz USA, LLC
303 Perimeter Center North
Suite 202
Atlanta, GA 30346
Phone (770) 705-0600
Fax (770) 705-0117
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