



Mercedes-Benz

IMPORTANT SAFETY RECALL 2016060012
This notice applies to your vehicle, WD4PG2 [REDACTED]
Replace Rear Differential
NHTSA Recall # 16V342

Mercedes-Benz USA, LLC

Bernhard J. Glaser
Vice President &
Managing Director
Vans USA

August, 2016

2016060012
WD4PG2 [REDACTED]

Dear Mercedes-Benz Metris 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 Metris vans, has decided that a defect which relates to motor vehicle safety exists in two Model Year 2016 Metris Vans. 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.

Your vehicle is equipped with a rear differential which is part of the vehicle's drivetrain. It is an assembly comprised of a series of gears, and its main function is receiving the power created by the engine and enables the rear wheels to turn. On certain MY16 Metris vehicles, the rear differential might have an improperly welded gear. If the weld fails, this may result in a loss of power to the rear wheels, and increase the risk of a crash. To remedy this, an authorized Mercedes-Benz Metris dealer will replace the rear differential on the affected vehicles.

This service will be provided free of charge. We are dedicated to always delivering the best customer experience – and respect for your time is a top priority. While the minimum repair time is approximately one and a half hours, 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 **Alfano Motorcars, 805-543-5752** or another authorized Sprinter dealer, at your earliest convenience. To locate additional authorized dealers see www.mbvans.com/sprinter/shopping-tools/find-a-dealer. Please mention you are scheduling an appointment to replace the rear differential under Recall Campaign # 2016060012. 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 concerns or questions regarding your Metris, 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 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 apologize for any inconvenience this situation may cause you.

Sincerely,

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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