



Mercedes-Benz

IMPORTANT SAFETY RECALL 2016060013
This notice applies to your vehicle, WD3PE8D [REDACTED]
Install Crash Pad
NHTSA Recall # 16V351

Mercedes-Benz USA, LLC

Bernhard J. Glaser
Vice President &
Managing Director
Vans USA

August, 2016

2016060013
[REDACTED]

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 vans, has decided that a defect which relates to motor vehicle safety exists in three Model Year 2015 and Model Year 2016 Sprinter 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.

In certain MY15 and MY16 Sprinters configured to have a super-high roof, the required crash pads may not be installed. If the required crash pads are missing, the risk of injury to an unbelted front passenger seat occupant may increase in a crash. To remedy this, an authorized Mercedes-Benz Sprinter dealer will install the crash pad.

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 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 **MERCEDES-BENZ of Santa Fe, 505-9 13-2900** 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,

