



Mercedes-Benz

**IMPORTANT SAFETY RECALL 2016 100002**

**This notice applies to your vehicle,  
WDDUG6DB8FA123456  
Seatbelt Bolt Torque  
NHTSA Recall # 16V670**

Mercedes-Benz USA, LLC  
Mathias Geisen  
Acting Managing Director Vans USA

November, 2016

2016100002  
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 2016 Mercedes-Benz Sprinter vehicles. 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.**

On certain MY2016 Mercedes-Benz Sprinter vehicles, the bolts on the lower seat belt anchorages for the rear bench seats may not have been properly torqued during assembly at the seat supplier. If the bolts are not properly torqued, the connection of the seat belt to the bench seat and thus the correct functioning of the belt is not ensured. This can increase the risk of injury in a crash

An authorized Sprinter dealer will check, and if necessary, correct the relevant bolt torque 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 x 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 **MERCEDES-BENZ OF ANYTOWN, 201-555-1234** or another authorized Mercedes-Benz Sprinter dealer, at your earliest convenience. To locate additional authorized dealers see [www.mbvans.com/sprinter/owners-resources/recall](http://www.mbvans.com/sprinter/owners-resources/recall). **Please mention you are scheduling an appointment to check the seatbelt torque under Recall Campaign # 2016 100002.** 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.

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,

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