



Mercedes-Benz

**URGENT – IMPORTANT SAFETY RECALL 2017030017**

**This notice applies to your vehicle**

VIN:

**Replace Fuel Tank**

**NHTSA Recall #17V092**

Mercedes-Benz USA, LLC  
A Daimler Company

Robert Veit

Managing Director

Vans USA

June, 2017

2017030017



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 Vans USA LLC ("DVUSA"), the manufacturer of Mercedes-Benz Sprinter vehicles, has decided that two Model Year 2015 Mercedes-Benz Sprinter vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) number 301 (*Fuel System Integrity*). Our records indicate that your vehicle is included in the affected population of vehicles.

**What is the CONCERN?**

Certain Mercedes-Benz Sprinter vehicles may not have been installed with the correct fuel tank. The installed fuel tank is not equipped with a front protective plate or a fire resistant foam ring at the filler neck to prevent leakage after a rear-end crash. In the event of a rear-end crash, the drive shaft may cause damage to the fuel tank, which may result in loss of fuel and an increased risk of fire. This could lead to an increased risk of injury to occupants.

**What will your DEALER DO?**

An authorized Mercedes-Benz Sprinter dealer will replace the fuel tank. **This service will be provided free of charge.** While the minimum repair time is approximately **2 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 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 Mercedes-Benz dealer from your

**Schedule an appointment immediately** at your preferred authorized Mercedes-Benz Sprinter Dealer. See [www.mbvans.com/sprinter/owners-resources/recall](http://www.mbvans.com/sprinter/owners-resources/recall) for the Dealer Locator. **Please mention you are scheduling an appointment to replace the fuel tank under Recall Campaign #2017030017.** 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](http://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 Mercedes-Benz 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 Mercedes-Benz 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 Mercedes-Benz.

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**