



Mercedes-Benz

**URGENT – IMPORTANT SAFETY RECALL 2017030016**

This notice applies to your vehicle

VIN:

**Install Airbag Control Unit Reinforcement Plate  
NHTSA Recall #17V093**

Mercedes-Benz USA, LLC

Robert Veit  
Managing Director  
Vans USA

May, 2017

2017030016



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 a defect, which relates to motor vehicle safety, exists in certain Model Year 2013-2016 Mercedes-Benz Sprinter vehicles. 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 a reinforcement plate/protective bracket on the airbag control unit. These components are designed to protect the airbag control unit in the event of a frontal crash and to ensure it remains operative thereafter. In the event of a secondary impact requiring deployment of additional airbags, the function and deployment of these additional airbags can be compromised. This could lead to an increased risk of injury to occupants.

**What will your DEALER DO?**

An authorized Mercedes-Benz Sprinter dealer will install a reinforcement plate and protective bracket to the airbag control unit. **This service will be provided free of charge.** While the minimum repair time is approximately **1 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 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 install a reinforcement plate and protective bracket to the airbag control unit under Recall Campaign #2017030016.** 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,

Mercedes-Benz USA, LLC  
303 Perimeter Center North  
Suite 202 – Vans 6th FL  
Atlanta, GA 30346  
Phone 877-762-8267  
Fax (770) 705-0117  
[www.MBUSA.com](http://www.MBUSA.com)

