



Mercedes-Benz

**URGENT - IMPORTANT SAFETY RECALL 2017070006**

This notice applies to your vehicle, [redacted]

**Update Various Control Modules**

**NHTSA Recall #17V272**

Mercedes-Benz USA, LLC  
A Daimler Company

Robert Veit

Managing Director

Vans USA

September, 2017



- A remedy is now available for your vehicle.
- Schedule an appointment with your authorized Mercedes-Benz dealer as soon as possible.
- This repair will be provided free of charge.

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, has determined that a defect, which relates to motor vehicle safety, exists in a small number of certain Model Year 2013 - 2014 Sprinter vehicles. Our records indicate that your vehicle is included in the affected population of vehicles. **A remedy is now available for your vehicle.**

**What is the CONCERN?**

On the affected vehicles, various control units may have been updated with incorrect software, which among other things, could potentially affect the correct deployment of the airbags in the event of a crash. If the airbags do not deploy as intended in the event of a crash, there would be an increased risk of injury to occupants.

**What will your DEALER DO?**

An authorized Mercedes-Benz Sprinter dealer will update the affected control units on the affected vehicles. **This service will be provided for free.** While the minimum repair time is approximately **30 minutes**, 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 which 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 Freightliner dealer from your smartphone, scan the QR code to the left.

**Schedule an appointment immediately** at your preferred authorized Mercedes-Benz Sprinter Dealer. See [www.freightlinersprinterusa.com/freightliner/owners-resources/recall](http://www.freightlinersprinterusa.com/freightliner/owners-resources/recall) for the Dealer Locator. **Please mention you are scheduling an appointment to update the affected control units under Recall Campaign #2017070006.** 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 Sprinter 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 Freightliner 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, but your safety is of utmost concern to Daimler Vans.

Sincerely,

Mercedes-Benz Vans USA, LLC  
303 Perimeter Center North  
Suite 202 - Vans 6<sup>th</sup> FL  
Atlanta, GA 30346  
Phone (770) 705-0600  
Fax (770) 705-0117  
[www.MBVANS.com](http://www.MBVANS.com)



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IMPORTANT

VIN:

If for any reason YOU NO LONGER 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.

- EXPORTED
- LEASE, VEHICLE RETURNED
- SCRAPPED
- SOLD
- STOLEN
- OTHER \_\_\_\_\_

- NEW OWNER INFORMATION
- MY NEW NAME OR ADDRESS IS:

\_\_\_\_\_

Last Name, First Name

\_\_\_\_\_

Street

Apt

\_\_\_\_\_

City

State

ZIP

\_\_\_\_\_

Email Address

\_\_\_\_\_

Phone (numbers only)

\_\_\_\_\_

Mobile (numbers only)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\*\*\*\* PLEASE DO NOT DETACH. RETURN COMPLETE LETTER \*\*\*\*  
DO NOT USE THE ENCLOSED ENVELOPE FOR OTHER CORRESPONDENCE

Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already paid to have this recall condition corrected you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Freightliner dealer. The following documentation must be presented to your dealer for reimbursement.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who repaired it.
- The total cost of the repair expense that is being claimed.
- Proof of payment of repair (copy of front and back of cancelled check, or copy of credit card receipt).
- Reimbursement will be made by check from your dealer. If your claim is denied you will receive a letter from MBUSA within 60 days of receipt with the reason(s) for the denial.

Please speak with your dealer concerning this matter. THANK YOU FOR YOUR COOPERATION.