



Mercedes-Benz

IMPORTANT SAFETY RECALL
This interim notice applies to your vehicle,
VIN: WDDUG
Replace Passenger-side Airbag Module
NHTSA Recall #17V480

Mercedes-Benz USA, LLC

Robert Veit
Managing Director
Vans USA

January, 2018

- A safety defect exists in your vehicle.
 - Remedy parts are not yet available for your vehicle.
- We will contact you again once parts are available.

Dear Mercedes-Benz Sprinter Owner,

This interim 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 2012 Mercedes-Benz Sprinter vehicles. Our records indicate that your vehicle is included in the affected population of vehicles. The purpose of this letter is to explain what the recall is about, what we are doing to correct it, and when the remedy will be available.

What is the Concern?

Your passenger-side airbag is affected by this recall based on the defect decision of TK Holdings, Inc. ("Takata"). Under certain circumstances during a crash that necessitates frontal airbag deployment, the defect in your passenger-side airbag inflator may cause the inflator housing to rupture. A passenger-side inflator rupture during deployment could result in metal fragments striking the front passenger or other occupants, possibly causing serious injury or death.

We want to assure you that Daimler Vans USA, through our parent company Daimler AG, is taking all necessary measures to remedy this situation for you. We are also working closely with the National Highway Traffic Safety Administration ("NHTSA") and airbag suppliers to provide a remedy as soon as possible, and to prioritize repairs according to risk factors identified through testing. **Unfortunately, replacement parts are not yet available for your vehicle, and we will contact you again once parts become available.**

Should you have any concerns or questions regarding your Sprinter before you receive the next recall letter, 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 1-877-496-3691. 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 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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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