



Mercedes-Benz

**IMPORTANT SAFETY RECALL
2017110017**

**This notice applies to your vehicle,
VIN: WDDUG
Wheel Bearing Retaining Ring
NHTSA Recall # 17V651**

Mercedes-Benz USA, LLC

Robert Veit
Managing Director
Vans USA

December, 2017

2017110017

- Remedy parts are 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 Metris 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 Metris vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2017 Metris vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the CONCERN?

On certain model year 2017 Mercedes-Benz Metris vehicles, the front axle wheel bearing retaining rings may not be correctly seated, resulting in possible movement. An ABS warning display in the instrument cluster as well as clearly discernible brake noise would draw the driver's attention to a problem present in the vehicle. If these early warning signs are disregarded, complete displacement and failure of the retaining ring may lead to possible wheel detachment, increasing the risk of a crash.

What will your DEALER DO?

An authorized Mercedes-Benz Metris dealer will check the retaining rings and replace them if necessary. 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 can be up to **approximately 90 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 Metris dealer will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time.

What should YOU DO?



To find the most convenient authorized Mercedes-Benz dealer from your smartphone, scan the QR code to the left.

For additional information and to schedule an appointment, please contact your preferred authorized Mercedes-Benz Metris dealer at your earliest convenience. To locate authorized dealers see www.mbvans.com/sprinter/shopping-tools/find-a-dealer. **Please mention you are scheduling an appointment to check the wheel bearing retaining rings under Recall Campaign # 2017110017.**

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

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.

A VIN-based recall lookup tool on our MBVans.com website now offers a search feature that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed. See www.mbvans.com/sprinter/owners-resources/recall. Should you have any questions or encounter any difficulty regarding this Recall Campaign, please contact an authorized Mercedes-Benz Metris 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-(800) FOR-MERCEDES (1-800-367-6372).

If an authorized Mercedes-Benz Metris 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.

Sincerely,



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IMPORTANT

VIN: WDDUG

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:

Grid for Last Name, First Name (30 boxes)

Last Name, First Name

Grid for Street (30 boxes)

Street

Apt

Grid for City (30 boxes)

City

State

ZIP

Grid for Email Address (30 boxes)

Email Address

Grid for Phone (numbers only) (15 boxes)

Phone (numbers only)

Grid for Mobile (numbers only) (15 boxes)

Mobile (numbers only)

_____ **Date**

_____ **Signature**