



Mercedes-Benz

**IMPORTANT SAFETY RECALL**  
**This interim notice applies to your vehicle,**  
**Blind Spot Monitoring System**  
**NHTSA Recall # 17V148**

Mercedes-Benz USA, LLC  
A Daimler Company  
Robert Veit  
Managing Director  
Vans USA

May, 2017



Dear Mercedes-Benz Metris 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 manufacture of Mercedes-Benz Metris vans, has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2016 and 2017 Metris 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?**

Certain 2016 and 2017 Metris vans were to be equipped with the Blind Spot Monitoring (BSM) feature. However, the instrument cluster and steering wheel that were installed do not support the BSM function and thus, the BSM system does not work on the vehicle. If a vehicle is in the driver's blind spot, but the BSM system does not warn the driver, there would be an increased risk of a crash.

**We are working to develop the remedy to correct this condition as quickly as possible, and when available, will send you another letter asking you to take your vehicle to an authorized Mercedes-Benz Sprinter dealer to have the issue corrected free of charge.**

Should you have any concerns or questions regarding your Metris van before you receive the next recall letter, please contact an authorized Mercedes-Benz Metris 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 1-877-762-8267. A vehicle identification number (VIN)-based recall lookup tool on our [www.mbvans.com/sprinter/owners-resources/recall](http://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 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 regret any inconvenience this situation may cause you.

Sincerely,

Mercedes-Benz Vans USA, LLC  
303 Perimeter Center North  
Suite 202 - Vans 6<sup>th</sup> FL  
Atlanta, GA 30346  
Phone (770) 705-0000  
Fax (770) 705-0117  
[www.MBVANS.com](http://www.MBVANS.com)

**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**