



Mercedes-Benz

IMPORTANT SAFETY RECALL

This INTERIM notice applies to your vehicle,
Update Various Control Modules
NHTSA Recall #17V272

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

July, 2017



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 manufacture of Mercedes-Benz Sprinter vehicles, has decided that a defect, which relates to motor vehicle safety, exists in a small number of certain Model Year 2013 – 2014 Sprinter 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 Issue?

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.

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 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 1-877-762-8267. 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,

Mercedes-Benz Vans USA, LLC
303 Perimeter Center North
Suite 202 – Vans 6th FL
Atlanta, GA 30346
Phone (770) 705-0600
Fax (770) 705-0117
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