



Mercedes-Benz

IMPORTANT SAFETY RECALL

**This INTERIM notice applies to your vehicle, VIN:
Install Drive Shaft Retaining Strap
NHTSA Recall #17V592**

Daimler Vans USA, LLC
A Daimler Company
Robert Veit
Managing Director Vans USA

November, 2017



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, the manufacturer of Mercedes-Benz Sprinter vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2016 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 parts will be available.

What is the Concern?

The drive shaft retaining strap may not have been equipped on certain MY16 Mercedes-Benz Sprinter vehicles.. In the event of a frontal crash, a missing retaining strap could cause the drive shaft to damage the fuel tank, which may result in loss of fuel and an increased risk of fire. This could lead to an increased risk of injury to occupants.

We are working to obtain the necessary parts to correct this condition as quickly as possible. As parts become available, we will send you another letter asking you to take your vehicle to an authorized Mercedes-Benz Sprinter dealer to have the recall completed free of charge.

Should you have any concerns or questions regarding your vehicle 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,

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