



Mercedes-Benz USA, LLC

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Managing Director
Vans USA

IMPORTANT SAFETY RECALL
This notice applies to your vehicle,
VIN: WD3PG2 [REDACTED]
Transmission Flange
NHTSA Recall # 18V497

September, 2018

WD3PG2 [REDACTED]
[REDACTED]
[REDACTED]

- A remedy is 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 and 2018 Metris vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the CONCERN?

Daimler AG, the manufacturer of Mercedes-Benz Metris vehicles, has determined that in certain Vito Metris vehicles (Platform 447) automatic transmissions with high levels of corrosion on the transmission flange may have been installed. Therefore, it cannot be ensured that the screw connections to the transmission flanges are correct on all affected vehicles. If the screw connection of the transmission flange is not sufficient, the bolts could loosen and subsequently lose connection with the vehicle. As a consequence, the propeller shaft could fall onto the transmission cross member and as a result an abrupt loss of power cannot be ruled out. If this occurs while driving, the drive shaft would continue to turn in an uncontrolled manner and further consequential damage to adjacent components could occur. This may increase the risk of a crash and/or injury.

What will your DEALER DO?

An authorized Mercedes-Benz dealer will replace the transmission flange and the affected bolts as well as clean the shaft seal on all potentially affected vehicles. 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 3 hours**, 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 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 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 replace the transmission flange and the affected bolts under Recall Campaign # 2018080018.**

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 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 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,

Mercedes-Benz USA, LLC
A Daimler Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone (770) 705-0600

