

IMPORTANT SAFETY RECALL INTERIM NOTICE

2018110004

This notice applies to your vehicle

VIN: **WD3PE7** [REDACTED]

Check Door Locks

NHTSA Recall #18V743

Daimler Vans USA, LLC

A Daimler Company

Robert Veit

Managing Director

Vans USA

December, 2018

2018110004

WD3PE [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

- **A safety defect exists in your vehicle.**
- **Remedy parts are not yet available for your vehicle.**
- **We will contact you again once parts are available.**

Dear Valued Freightliner 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 Sprinter vans, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2018 Freightliner Sprinter vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

DAG determined that in certain Freightliner Sprinter vehicles, an incorrect operating lever might have been installed as a subcomponent on the door locks on the right side of the vehicle. Electronically unlocking the driver door, cargo door and rear door may result in an inability to open the corresponding doors on the right side of the vehicle. Exiting the vehicle on the left side of the vehicle is still possible. This inability to open the affected doors could increase the risk of injury in the event of a crash.

We want to assure you that Daimler Vans USA is taking all necessary measures to remedy this situation for you. We are also working closely with the National Highway Traffic Safety Administration (“NHTSA”) and airbag suppliers to provide a remedy as soon as possible, and to prioritize repairs according to risk factors identified through testing. **Unfortunately, replacement parts are not yet available for your vehicle, and we will contact you again once parts become available.**

As soon as a suitable replacement part is available for your vehicle, we will send another letter notifying you to bring your vehicle to your local authorized Freightliner Sprinter dealer to repair your vehicle free of charge. In the meantime, please visit www.freightlinersprinterusa.com/freightliner/owners-resources/recall and enter your 17 digit VIN in the VIN Look-up tool, then enter your most recent contact information.

We also encourage you to sign up for recall alerts at www.nhtsa.gov/alerts.

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.

We apologize for any inconvenience this situation may cause you.

Sincerely,



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

IMPORTANT

VIN: WD3PE7 [REDACTED]

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]

Last Name, First Name

[Grid for Street]

Street

Apt

[Grid for City, State, ZIP]

City

State

ZIP

[Grid for Email Address]

Email Address

[Grid for Phone (numbers only)]

Phone (numbers only)

[Grid for Mobile (numbers only)]

Mobile (numbers only)

Date

Signature