



June 7, 2017

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IMPORTANT SAFETY RECALL

This notice applies to your vehicle WDAPF [REDACTED]

SAFETY RECALL 19V249: GO-ES Foldaway Seat Cushion

Vehicle Affected: Mercedes Sprinter Shuttle Bus Model Year: 2015-2017

National Highway Traffic Safety Administration (NHTSA) Recall Number: 19V-249

Dear Owner,

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. Cabot Coach Builders has decided that a defect relating to motor vehicle safety exists in certain 2015-2018 model year Mercedes Sprinter Vehicles with Freedman GO-ES Foldaway Seats. Your vehicle is included in this Recall action.

What is the concern?

A manufacturing concern has been identified with certain model Freedman GO-ES seats specifically part numbers 4370520LHFOLD and 4370PFOLDSS. When the seat back cushion is rotated from the stowed position to the upright position the seat cushion may not remain locked into place under load, such as a crash or a sudden stop. In the event of a crash, if the seat back moves, the seat occupant has an increased risk of injury.

What will Cabot Coach Builders and your dealer do?

Cabot Coach Builders and Freedman are carrying out a recall of the vehicle mentioned above. Cabot Coach Builders or an authorized dealer will inspect and repair the seat. There will be no charge for this repair under this program.

What should you do?

Please contact Cabot Coach Builders directly with your Vehicle Identification Number (VN) and request a service date to complete the work required under Program Code 19V249.

How long will it take?

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately two hours, although your dealer may need your vehicle for a longer time. Your dealer can provide you with a better estimate of the overall time for the service visit.

Attention Leasing Agencies: forward this notification to the lessee within 10 days.

Moved or no longer own this vehicle?

If you are no longer the owner of this vehicle, Cabot Coach Builders would greatly appreciate the name and address of the new owner, please email jeff@royalelimo.com.



What should you do if you have further questions?

If you have any questions or concerns, please contact the Service Manager at Cabot Coach Builders for assistance. If you have any queries or concerns that your dealer cannot address, please contact the Cabot Coach Builders at 1-800-544-5587. You may also contact us by email using the following address: jeff@royalelimo.com

If you have the need to contact Cabot Coach Builders by mail, please use the following address:

Cabot Coach Builders
99 Newark Street
Haverhill, Ma 01832-1438

If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Cabot Coach Builders appreciates your confidence in our product and wish to do everything we can retain that confidence. We recognize this service visit may be an inconvenience to you and will strive to minimize any inconvenience to you caused by this program.

Sincerely,

Cabot Smith
President