

Daimler Vans USA, LLC

A Daimler Company

Robert Veit

Managing Director Vans USA

IMPORTANT SAFETY RECALL #2019050015

This notice applies to your vehicle

VIN: WDDUG6DB8F [REDACTED]

High-beam Assist

NHTSA Recall #19V309

June, 2019

WDDUG6DB8F [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

- A safety defect exists in your vehicle
- Schedule an appointment with your authorized Freightliner Sprinter dealer as soon as possible.
- This repair will be provided free of charge.

Dear 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 ("DAG"), the manufacturer of Freightliner Sprinter vans, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2019 Freightliner Sprinter vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

***What is the CONCERN?*** DAG determined that on certain Freightliner Sprinter vehicles, the high-beam function may no longer be automatically deactivated. Furthermore, it is possible that the function lever used to deactivate the high-beam function may not be operable when the automatic high-beam function is activated (Intelligent Headlight Control) and the camera is malfunctioning at the same time. In this case, in order to deactivate the high-beam function, the light rotary switch must be turned to "manual driving light", and then the function lever must be actuated. A constant activation of the high-beam function could lead to significant glare to oncoming traffic, thereby increasing the risk of an accident.

***What will your DEALER DO?*** An authorized Freightliner Sprinter dealer will check the level sensor on the rear axle for the headlamp range adjustment and to retrofit and calibrate the level sensor in case it is missing. **This service will be provided free of charge.** While the minimum repair time is approximately **30 minutes**, 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 Freightliner dealer will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time. You will not be charged for other service or repairs unless so requested.

**Schedule an appointment immediately** at your preferred authorized Freightliner Sprinter Dealer. See [www.freightlinersprinterusa.com/freightliner/owners-resources/recall](http://www.freightlinersprinterusa.com/freightliner/owners-resources/recall) for the Dealer Locator. **Please mention you are scheduling an appointment to update the software for the signal acquisition and actuation module under Recall Campaign # 2019050015.** 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.

We encourage you to sign up for recall alerts at [www.nhtsa.gov/alerts](http://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.

Should you have any questions difficulty regarding this Recall Campaign, please contact an authorized Freightliner 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 1-877-762-8267.

If an authorized Freightliner 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, but your safety is of utmost concern to Freightliner.

Sincerely,



Mercedes-Benz USA, LLC

A Daimler Company

One Mercedes-Benz Drive

Sandy Springs, GA 30328

Phone (770) 705-0600

**IMPORTANT**

VIN: WDDUG6DB8F [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 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]

Phone (numbers only)

[Grid for Mobile]

Mobile (numbers only)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature