

**IMPORTANT SAFETY RECALL #2019100008**

This notice applies to your vehicle

VIN: WD3PE7CC[REDACTED]

Replace Rear-side Windows

NHTSA Recall #19V507

Daimler Vans USA, LLC

A Mercedes-Benz AG Company

Robert Veit

Managing Director

Vans USA

January, 2020

2019100008

WD3PE7CC[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 or Lessee,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Mercedes-Benz AG ("MBAG"), 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?***

MBAG determined that certain Freightliner Sprinter vehicles (VS30; Platform 907) which should have been manufactured with rear side windows in laminated safety glass, were incorrectly manufactured with single-pane safety glass on single side windows in the rear on the right-hand side or on both sides. In the event of a side impact event or a vehicle rollover, the fitted side windows might not fulfil the expected ejection mitigation function and so occupants in the rear of the vehicle could be ejected. This could increase the risk of injuries, especially for passengers without seat belts.

***What will your DEALER DO?***

An authorized Freightliner Sprinter dealer will replace the affected side windows in single-pane safety glass with laminated safety glass. **This service will be provided free of charge.** While the minimum repair time is approximately **10 hours and 20 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 which may increase the required working time. You will not be charged for other service or repairs unless so requested.

For additional information and to schedule an appointment, please contact 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 replace side windows with laminated safety glass under Recall Campaign # 2019100008.** 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 Sprinter 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,

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

**IMPORTANT**

VIN: WD3PE7CC0 [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