

**IMPORTANT SAFETY RECALL**  
**This notice applies to your vehicle,**  
**VIN: WD3PE7CC0 [REDACTED]**  
**Vehicles without Final Inspection**  
**NHTSA Recall #19V693**

Daimler Vans USA, LLC

A Daimler Company

Robert Veit

Managing Director

Vans USA

November, 2019

2019040009

WD3PE7CC0 [REDACTED]

- A remedy is available for your vehicle.
- Schedule an appointment with your authorized Mercedes-Benz Metris and Sprinter dealer as soon as possible.
- This repair will be provided free of charge.

Dear Mercedes-Benz Owner:

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 Mercedes-Benz Metris and Sprinter vehicles, has decided that a defect relating to motor vehicle safety exists in certain Model Year 2018 and 2019 Metris and Sprinter vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

**What is the CONCERN?**

DAG determined that certain Mercedes-Benz Sprinter vehicles (NCV3 and VS30) (platform 906 and 907) and Metris vehicles (VS20) (platform 447) in the NAFTA market left the manufacturing plant without the final quality inspection. As a result, various rework steps may not have been carried out at the plant on the affected vehicles, including the completion of checks of safety-relevant parts or bolt connections. An unchecked safety-relevant part or a loose bolt connection in the vehicle could lead to an increased risk of crash or injury.

**What will your DEALER DO?**

An authorized Mercedes-Benz dealer will inspect the affected vehicle and, if necessary, perform corrective action. 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 inspection and any necessary corrective action time can be up to **several days**, 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

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](http://www.mbvans.com/sprinter/shopping-tools/find-a-dealer). **Please mention you are scheduling an appointment to return the affected vehicle for a comprehensive inspection under Recall Campaign # 2019040009.**

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](http://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,

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]

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