IMPORTANT SAFETY RECALL #2019110020

This notice applies to your vehicle VIN: WD3PE7CCO Airbag Control Unit NHTSA Recall #19V695

## Daimler Vans USA, LLC

A Mercedes-Benz AG Company

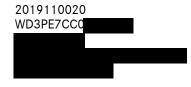
Robert Veit Managing Director Vans USA

• 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.

February, 2020



Dear Freightliner Sprinter 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 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 has determined that on certain Freightliner Sprinter vehicles (Platform 907 (VS30)), the airbag control unit may not have been locked at the end of the manufacturing process. If the airbag control unit is not locked, the corresponding airbag/restraint function may not have been activated which can increase the risk of injury in the event of a crash.
What will your DEALER DO?	An authorized Freightliner Sprinter dealer will check the vehicle to determine whether the airbag control unit is locked and perform the procedure to lock the system if necessary. <u>This service will be provided</u> <u>free of charge</u> . While the minimum repair time is approximately <b>50 minutes</b> , 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.

Schedule an appointment immediately at your preferred authorized Freightliner Sprinter Dealer. See www.freightlinersprinterusa.com/freightliner/owners-resources/recall for the Dealer Locator. Please mention you are scheduling an appointment to check the vehicle to determine whether the Airbag Control Unit is locked under Recall Campaign # 2019110020. 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 <u>www.nhtsa.gov/alerts</u>. 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 Sprinter 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

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.

<ul> <li>EXPORTED</li> <li>LEASE, VEHICLE RETURNED</li> <li>SCRAPPED</li> </ul>															SOLD STOLEN OTHER														
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Date

Signature