



Mercedes-Benz USA, LLC

Robert Veit  
Managing Director  
Vans USA

**IMPORTANT SAFETY RECALL INTERIM NOTICE**

This notice applies to your vehicle

VIN: WDZPF0CD4[REDACTED]

**Seat Adjuster Weld Seam**

**NHTSA Recall # 19V800**

December, 2019

- A safety defect exists in your vehicle.
- Remedy parts are not yet available for your vehicle.
- We will contact you again once parts are available.

2019110010

WDZPF0CD4K[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Dear Valued Mercedes-Benz 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 Sprinter vans, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2019 Mercedes-Benz Sprinter vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

MBAG has determined that on certain Mercedes-Benz Sprinter vehicles (Platform 907 (VS30)), a seam on the height adjustment of the front seats may not have been sufficiently welded. This weld seam could break in the event of a crash, and the seat cushion might shift forward. If this were to occur, the functionality of the restraint system might be impaired, which could increase the risk of injury for the occupant.

We want to assure you that MBAG is taking all necessary measures to remedy this situation for you. We are also working closely with the National Highway Traffic Safety Administration ("NHTSA") and airbag suppliers to provide a remedy as soon as possible, and to prioritize repairs according to risk factors identified through testing. **Unfortunately, replacement parts are not yet available for your vehicle, and we will contact you again once parts become available.** As soon as a suitable replacement part is available for your vehicle, we will send another letter notifying you to bring your vehicle to your local authorized Mercedes-Benz Sprinter dealer to repair your vehicle free of charge. In the meantime, please visit [www.mbvans.com/sprinter/owners-resources/recall](http://www.mbvans.com/sprinter/owners-resources/recall) and enter your 17 digit VIN in the VIN Look-up tool, then enter your most recent contact information.

We also 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.

We apologize for any inconvenience this situation may cause you.

Sincerely,

Mercedes-Benz USA, LLC

A Mercedes-Benz AG Company  
One Mercedes-Benz Drive  
Sandy Springs, GA 30328  
Phone (770) 705-0600

**IMPORTANT**

VIN: WDZPF0CD4K [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