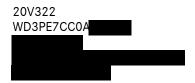


IMPORTANT SAFETY RECALL INTERIM NOTICE

This notice applies to your vehicle, VIN: WD3PE7CC0A
Front Swivel Seat Wiring
NHTSA Recall #20V322

Mercedes-Benz USA, LLC Robert Veit Managing Director Vans USA

July, 2020



- 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.

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 – 2020 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 that are equipped with front swivel-seats, the electric cables in the seat wiring harness could become jammed and damaged in the swivel-seat frame. If electric cables in the wiring harness become jammed and damaged in the swivel-seat frame, the operation of the side airbag within the seat could be adversely affected which could cause the side airbag to deploy inadvertently or not deploy as designed in the event of a crash, increasing the risk of injury to vehicle occupants.

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 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.

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,



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If for any reason YOU NO LONGER OWN THIS VEHICLE OR have a CHANGE OF ADDRESS, please COMPLETE THE SECTION

VIN: WD3PE7CC0A

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. ☐ SOLD ■ EXPORTED ☐ LEASE, VEHICLE RETURNED ☐ STOLEN □ OTHER _____ ☐ SCRAPPED ■ NEW OWNER INFORMATION **■** MY NEW NAME OR ADDRESS IS: Last Name, First Name Street Apt City State ZIP **Email Address** Phone (numbers only) Mobile (numbers only)

Signature

Date