



**IMPORTANT SAFETY RECALL INTERIM NOTICE**

This notice applies to your vehicle,  
VIN: **WD3PF0CD5** [REDACTED]  
**Chassis Stabilization on 3.88t**  
**NHTSA Recall #20V427**

Mercedes-Benz USA, LLC

Robert Veit  
Managing Director  
Vans USA

September, 2020

20V427  
WD3PF0CD5 [REDACTED]  
[REDACTED]

- 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 Mercedes-Benz Sprinter vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

MBAG determined that on certain Mercedes-Benz Sprinter vehicles with a permissible total weight of 3.88 tons, a chassis was installed during the production start-up phase without an additional stabilization stage. This could lead to negative driving behavior effects in highly dynamic driving situations which could increase the risk of a crash. An authorized Mercedes-Benz dealer will upgrade the chassis on the affected vehicles by replacing the stabilizers on the front axle and by replacing the shock absorbers and installing stabilizers on the rear axle.

We want to assure you that MBAG is taking all necessary measures to remedy this situation for you. 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: **WD3PF0CD5** [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