

**IMPORTANT SAFETY RECALL INTERIM NOTICE**

This notice applies to your vehicle

VIN: **Insert VIN here**

**Replace Seat Frame Base**

**NHTSA Recall #21V106**

April, 2021

- **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 Metris 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 Metris vans, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2021 Mercedes-Benz Metris vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

MBAG has determined that on certain Mercedes-Benz Metris vehicles equipped with an adjustable front passenger seat, certain weld seams on the front passenger seat frame base may not have been welded according to specification. This could impair the stability of the passenger seat and increase the risk of injury for occupants in the event of a crash.

MBAG is currently working on developing a final technical remedy. For this purpose, various development and production optimization measures are currently being implemented with the supplier.

**Unfortunately, the parts to remedy this issue are currently not yet available.**

We are working to obtain the necessary parts to correct this condition as quickly as possible. As the parts become available, we will send you another letter asking you to take your vehicle to an authorized Mercedes-Benz dealer to have the recall completed free of charge.

Should you have any concerns or questions regarding your vehicle before you receive the next recall letter when parts are available, 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 1-800-367-6372. A new vehicle identification number (VIN)-based recall lookup tool on our MBUSA.com website, offers a search function that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed.

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.

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,

