

IMPORTANT SAFETY RECALL

This notice applies to your vehicle

VIN: [REDACTED]

Replace Tires and Tire Loading Information Labels
NHTSA Recall ID: 22V482

April, 2024

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

- A remedy is available for your vehicle.
- Schedule an appointment with your authorized Mercedes-Benz dealer as soon as possible.
- This repair will be provided free of charge.

Dear Mercedes-Benz Metris Owner:

This notice is being sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz Metris vans, has decided that certain Model Year ("MY") 2017-2019 Mercedes-Benz Metris vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 110 "Tire Selection and Rims." Our records indicate that your vehicle is included in the population of vehicles.



What is the issue?

On certain Mercedes-Benz Metris vehicles, the sum of the maximum load ratings of the tires is incorrect. Overloading over time could cause excessive tire wear and tire failure, increasing the risk of a crash.



What will your Mercedes-Benz Dealer do?

An authorized Mercedes-Benz Metris dealer will inspect the tires and replace them if necessary. The dealers will replace the tire loading information label on the B-pillar and on the fuel filler door and provide a supplemental document for the Owner's Manual.

This could take approximately 3 hours.

This service will be provided **free of charge**. 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.



Steps to take.

For additional information and to schedule an appointment, please contact your preferred authorized Mercedes-Benz Metris dealer at your earliest convenience. To locate the nearest Mercedes-Benz Metris dealer, visit <https://www.mbvans.com/en/dealers> or call 1-800 FOR-MERCEDES (1-800-367-6372).

Please mention you are scheduling an appointment to **Replace Tires and Tire Loading Information Labels under Recall Campaign #2024020016**.

A VIN-based recall lookup tool on our website now offers a search feature 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/en/recall-information. Should you have any questions, please contact your authorized Mercedes-Benz Metris dealer. We apologize for any inconvenience this may have caused and look forward to taking care of this important safety issue immediately.

Sincerely,
Mercedes-Benz USA

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



Additional Information for Owners:

If an authorized Mercedes-Benz 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 <https://www.safercar.gov>.

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.

IMPORTANT

VIN: [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
OR
- 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

**** PLEASE DO NOT DETACH. RETURN COMPLETE LETTER ****
DO NOT USE THE ENCLOSED ENVELOPE FOR OTHER CORRESPONDENCE

Mercedes-Benz USA, LLC
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One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone: (770) 705-0600

