

## IMPORTANT SAFETY RECALL

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INTERIM NOTICE This notice applies to your vehicle

VIN [REDACTED]

Inspect Tires and Replace Tire Loading Information Label

NHTSA Recall #22V482

September, 2022

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

- Your vehicle is not compliant with a Federal Motor Vehicle Safety Standard.
- Remedy is not yet available for your vehicle.
- We will contact you again once the remedy is 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 certain Model Year 2016-2018 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 affected population of vehicles.

On certain Mercedes-Benz Metris vehicles, the sum of the maximum load weight ratings of the tires is incorrect. Overloading the vehicle could lead to tire failure, increasing the risk of a crash.

An authorized Mercedes-Benz Metris dealer will replace the tire information label on the B-pillar and fuel filler door. Dealers will also inspect the tires on the vehicle to verify that they are the correctly specified tires. If the tires on the vehicle are of a lower load rating than what is specified in the Operator's Manual, the tires will be replaced with new tires having the specified load rating. These repairs will be done free of charge.

**Unfortunately, the parts to remedy this issue is 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 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.

If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, pursuant to the law 49 U.S.C. Chapter 301, you may submit a written complaint to Administrator, National Highway Traffic Safety Administration, 1200 New Jersey AVE SE., Washington, DC 20590 You may also call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safecar.gov>.

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

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



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**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

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

