

IMPORTANT SAFETY RECALL

This notice applies to your vehicle

VIN: [REDACTED]

Inspect Topcoat Paint Adhesion

NHTSA Recall #23V806

November, 2024

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

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

Dear Mercedes-Benz Sprinter Owner:

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

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz Sprinter vans, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2021-2023 Mercedes-Benz Sprinter vehicles. **Our records indicate that your vehicle is included in the affected population of vehicles.**



What is the issue?

On certain Sprinter vehicles, the chemical composition of the topcoat paint might cause the windows and interior lashing rails to be insufficiently bonded to the vehicle. As a result, the windows might detach which could increase the risk of injury in a crash. In addition, objects secured to insufficiently bonded interior lashing rails could detach, which could increase the risk of injury for vehicle occupants.



What will your Mercedes-Benz Dealer do?

As a precautionary measure, an authorized Mercedes-Benz Sprinter dealer will check the adhesion of the topcoat paint on the affected vehicles. Depending on the result of that inspection, the window area of the affected vehicles will be stripped, and repainted, and the windows will be reinstalled. If the repair is not feasible, MBUSA will contact you about repurchasing the vehicle.

This could take approximately 12 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 Sprinter dealer at your earliest convenience. To locate the nearest Mercedes-Benz Sprinter dealer, scan the QR code on the left, 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 Check Topcoat Paint Adhesion under

Recall Campaign #2024010004.



A VIN-based recall lookup tool on our website 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 Sprinter 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



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>.

IMPORTANT

VIN: [REDACTED]

☐ EXPORTED

☐ LEASE, VEHICLE RETURNED

☐ SCRAPPED

☐ SOLD

☐ STOLEN

☐ OTHER _____

[illegible][illegible]

Apt

[illegible]

State

ZIP

[illegible][illegible][illegible]

Signature

