

IMPORTANT SAFETY RECALL

This notice applies to your vehicle

VIN: [REDACTED]

Inspect Front Strut Bolt Connection

NHTSA Recall #23V849

January, 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 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 2023 Mercedes-Benz Sprinter vehicles. **Our records indicate that your vehicle is included in the affected population of vehicles.**



What is the issue?

The body contact surface at the front left suspension strut bolt connection might not meet current specifications. In this case, the front suspension strut bolt connection might loosen, which might hinder the suspension strut guiding function. As a result, loss of steering control might occur, which could increase the risk of a crash.



What will your Mercedes-Benz Dealer do?

Authorized Mercedes-Benz dealerships will inspect the respective body contact surface on the affected vehicles and repair it, if necessary. If a customer has already paid to have this recall condition corrected, they may be eligible to receive reimbursement.

This could take approximately 2 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 dealer at your earliest convenience. To locate the nearest Mercedes-Benz 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 check the front strut bolt connection under **Recall Campaign #2024010005.**

If you have already paid to have this recall condition corrected, you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz dealer. Please see the following page for more information.

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 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
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Sandy Springs, GA 30328
Phone: (770) 705-0600



Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already paid to have this recall condition corrected, you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz dealer. The following documentation must be presented to your dealer for reimbursement.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who repaired it.
- The total cost of the repair expense that is being claimed.
- Proof of payment of repair (copy of front and back of cancelled check or copy of credit card receipt).
- Reimbursement will be made by check from your dealer. If your claim is denied you will receive a letter from MBUSA within 60 days of receipt with the reason(s) for the denial.

