

IMPORTANT SAFETY RECALL

This notice applies to your vehicle

VIN: [REDACTED]

Top Coat Paint Adhesion

NHTSA Recall #23V806

January, 2024

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

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

What is the Concern?



On certain Sprinter vehicles, the topcoat paint formula may cause the fixed windows and interior lashing rails to be insufficiently bonded to the vehicle. As a result, an insufficiently bonded window can detach during a crash, and objects secured to an insufficiently bonded interior lashing rail can detach, increasing the risk of injury

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

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

A vehicle identification number (VIN)-based recall lookup tool, on our 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.freightlinersprinterusa.com/freightliner/owners-resources/recall. Should you have any questions or encounter any difficulty regarding this Recall Campaign, please contact an authorized Freightliner Sprinter dealer.

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 may have caused and look forward to taking care of this important safety issue immediately.

Sincerely,
Daimler Vans USA

Daimler Vans USA, LLC

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



