



Mercedes-Benz

**IMPORTANT SAFETY RECALL
2017110006**

**This notice applies to your vehicle, VIN: WDDUG6DB8FA123456
Install Drive Shaft Retaining Strap
NHTSA Recall # 17V592**

Daimler Vans USA, LLC
A Daimler Company
Robert Veit
Managing Director Vans USA

December, 2017

2017110006

WDDUG6DB8FA123456

Jan Selke

13470 International Pkwy
Jacksonville, FL 00003-2218

- Remedy parts are 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 requirements of the National Traffic and Motor Vehicle Safety Act.

Daimler AG (DAG), the manufacturer of Mercedes-Benz Sprinter vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2016 Sprinter vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the CONCERN?

On certain Model Year 2016 Mercedes-Benz Sprinter vehicles, the drive shaft retaining strap may not have been equipped. In the event of a frontal crash, the missing retaining strap may allow the drive shaft to damage the fuel tank, which may result in loss of fuel and an increased risk of fire. This could lead to an increased risk of injury to occupants.

What will your DEALER DO?

An authorized Mercedes-Benz Sprinter dealer will retrofit the missing retaining strap for the drive shaft. This service will be provided free of charge. We are dedicated to always delivering the best customer experience, and respect for your time is a top priority. While the minimum repair time can be up to **approximately 30 minutes**, your dealer can provide you with a better estimate of the overall time for this service visit. As a matter of normal service process, an authorized Mercedes-Benz Sprinter dealer will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time.

What should YOU DO?



To find the most convenient authorized Mercedes-Benz dealer from your smartphone, scan the QR code to the left.

For additional information and to schedule an appointment, please contact your preferred authorized Mercedes-Benz Sprinter dealer at your earliest convenience. To locate authorized dealers see www.mbvans.com/sprinter/shopping-tools/find-a-dealer. **Please mention you are scheduling an appointment to install a drive shaft retaining strap under Recall Campaign # 2017110006.**

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.

Information for Owners

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.

A VIN-based recall lookup tool on our MBVans.com 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. See www.mbvans.com/sprinter/owners-resources/recall. Should you have any questions or encounter any difficulty regarding this Recall Campaign, please contact an authorized Mercedes-Benz Sprinter 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) FOR-MERCEDES (1-800-367-6372).

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

We apologize for any inconvenience this situation may cause you.

Sincerely,



Mercedes-Benz - are registered trademarks of Daimler AG, Stuttgart, Germany

Daimler Vans USA, LLC
303 Perimeter Center North
Suite 202 - Vans 6th FL
Atlanta, GA 30346
Phone 877-762-8267
Fax (770) 705-0117

