



Mercedes-Benz

IMPORTANT SAFETY RECALL
2017120012

This notice applies to your vehicle,

VIN: [REDACTED]

Check Spare Wheel Holder, Adjust if Necessary
NHTSA Recall # 17V742

Daimler Vans USA, LLC
A Daimler Company

Robert Veit
Managing Director Vans USA

January, 2018

2017120012



- 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 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 2017 Sprinter vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the CONCERN?

On certain Model Year 2017 Mercedes-Benz Sprinter vehicles, the spare wheel holder may not be installed correctly. The spare wheel holder consists of a cage which is held in place on the underbody by two hooks. The spare wheel holder can be removed by lowering the hooks. Should the hooks not be installed correctly in their top position the cage could jump from the hooks during certain operating conditions and driving situations. In this case, loss of the spare wheel cannot be ruled out, increasing the risk of a crash.

What will your DEALER DO?

An authorized Mercedes-Benz Sprinter dealer will check the spare wheel holder and adjust it, if necessary. 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 15 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 check the spare wheel holder under Recall Campaign # 2017 120012.**

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,

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

IMPORTANT

VIN: XXXXXXXXXX

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:

--

Last Name, First Name

--

Street

Apt

--

City

State

ZIP

--

Email Address

--

Phone (numbers only)

--

Mobile (numbers only)

_____ **Date**

_____ **Signature**