



IMPORTANT SAFETY RECALL INTERIM NOTICE 2018110007

This notice applies to your vehicle  
VIN: WDDUG6DB8F [REDACTED]  
Replace Passenger-side Airbag Module  
NHTSA Recall #19V004

Daimler Vans USA, LLC

A Daimler Company

Robert Veit

Managing Director Vans USA



March, 2019

WDDUG6DB8F [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 Valued 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 Vans USA has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2015 - 2017 Mercedes-Benz Sprinter vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

**What is the CONCERN?**

Your passenger-side airbag is affected by this recall based on the defect decision of TK Holdings, Inc. ("Takata"). Under certain circumstances during a crash that necessitates frontal airbag deployment, the defect in your passenger-side airbag inflator may cause the inflator housing to rupture. A passenger-side inflator rupture during deployment could result in metal fragments striking the front passenger or other occupants, possibly causing serious injury or death.

**What will MBUSA do?**

We want to assure you that Daimler Vans USA, through our parent company Daimler AG, is taking all necessary measures to remedy this situation for you. We are also working closely with the National Highway Traffic Safety Administration ("NHTSA") and airbag suppliers to provide a remedy as soon as possible, and to prioritize repairs according to risk factors identified through testing. **Unfortunately, replacement parts are not yet available for your vehicle, and we will contact you again once parts become available.**

**What should YOU do?**



To enter your most recent contact information from your smartphone, scan the QR code to the left.

As soon as a suitable replacement part is available for your vehicle, we will send another letter notifying you to bring your vehicle to your local Authorized Mercedes-Benz Sprinter dealer to repair your vehicle free of charge.

In the meantime, please visit [www.mbvans.com/sprinter/owners-resources/recall](http://www.mbvans.com/sprinter/owners-resources/recall) and enter your 17 digit VIN in the VIN Look-up tool, then enter your most recent contact information.

We also encourage you to sign up for recall alerts at [www.nhtsa.gov/alerts](http://www.nhtsa.gov/alerts).

**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.

For additional questions about this recall, please visit [www.mbusa.com](http://www.mbusa.com), and select "Contact Us," to view our Frequently Asked Questions (keyword "Takata"). To contact the MBUSA Customer Assistance Center, use the "Email/Write" section under Customer Support, or call our Takata hotline at 1-877-496-3691.

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 USA, LLC  
A Daimler Company  
One Mercedes-Benz Drive  
Sandy Springs, GA 30328  
Phone (770)705-0600

