



Mercedes-Benz USA, LLC

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Vans USA

URGENT SAFETY RECALL # 2019010006

This notice applies to your vehicle

VIN: WD3PE7CC0 [REDACTED]

Check Steering Shaft Connection

NHTSA Recall # 19V070

February, 2019

2019010006
WD3PE7CC0 [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

- **STOP DRIVING YOUR VEHICLE**
- **A remedy is available for your vehicle.**
- **Please schedule an appointment with your authorized Mercedes-Benz dealer immediately.**
- **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 2019 Sprinter vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the CONCERN?

DAG determined that in certain Mercedes-Benz Sprinter vehicles (VS30, Platform 907), the bolt connection between the steering shaft and the steering gear may not have been sufficiently tightened according to specification. A loosening of the bolt connection between the steering shaft and the steering gear could lead to a sudden and complete loss of steering function. In the event of steering failure, there is an increased crash risk.

STOP DRIVING your vehicle immediately!

What will your DEALER DO?

An authorized Mercedes-Benz Sprinter dealer will check the bolt connection between the steering shaft and the steering gear and ensure it is torqued according to specification. Alternatively, the bolt connection may be restored. This service will be provided free of charge. For your convenience and safety, please contact your nearest authorized Mercedes-Benz Sprinter dealer to arrange for your vehicle to be towed to the dealership or for a direct check & repair at your location.

DO NOT TO DRIVE your vehicle to the workshop!

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 **less than 0.5 hour**, 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 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 and, if necessary, replace the fuel line under Recall Campaign # 2019010006.**

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 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 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>.

You may have already been contacted about this issue by phone and had your vehicle repaired. If so, you may disregard this letter. If you have any uncertainty, please call us. 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

IMPORTANT

VIN: WD3PE7CC0 [REDACTED]

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:

[Grid for name entry]

Last Name, First Name

[Grid for street entry]

Street

Apt

[Grid for city, state, and zip entry]

City

State

ZIP

[Grid for email address entry]

Email Address

[Grid for phone number entry]

Phone (numbers only)

[Grid for mobile number entry]

Mobile (numbers only)

Date

Signature