



Mercedes-Benz USA, LLC

Robert Veit
Managing Director
Vans USA

IMPORTANT SAFETY RECALL INTERIM NOTICE

This notice applies to your vehicle

VIN: **WD3PE7CC0** [REDACTED]

**Steering Gear Bolt
NHTSA Recall #19V290**

June, 2019

19V290
WD3PE7CC0 [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 Metris 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 vans, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2016 - 2017 Mercedes-Benz Metris vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

DAG determined that the aluminum bolts affixing the steering gear housing cover and the aluminum bolts affixing the power pack could corrode due to the intrusion of moisture and road salt (brine) while the vehicle is operating in certain geographic areas with high salt concentrations. Advanced corrosion can weaken the strength of the bolts. If all three of the mounting bolts were compromised due to corrosion, the power pack could separate from the steering gear and cause the power steering to fail, increasing the risk of a crash.

We want to assure you that Daimler Vans USA 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 DAG’s suppliers to provide a remedy as soon as possible. **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 dealer to repair your vehicle free of charge.

In the meantime, please visit 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.

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.

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: WD3PE7CC0A [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.

- | | |
|--|--------------------------------------|
| <input type="checkbox"/> EXPORTED | <input type="checkbox"/> SOLD |
| <input type="checkbox"/> LEASE, VEHICLE RETURNED | <input type="checkbox"/> STOLEN |
| <input type="checkbox"/> SCRAPPED | <input type="checkbox"/> OTHER _____ |

NEW OWNER INFORMATION

MY NEW NAME OR ADDRESS IS:

[Last Name, First Name grid]

Last Name, First Name

[Street grid]

Street

Apt

[City grid]

City

State

ZIP

[Email Address grid]

Email Address

[Phone (numbers only) grid]

Phone (numbers only)

[Mobile (numbers only) grid]

Mobile (numbers only)

_____ Date

_____ Signature