

IMPORTANT SAFETY RECALL #2019100006

This notice applies to your vehicle

VIN: WD3PE7CC0

Hood Catch Screw Connection

NHTSA Recall #19V665

Daimler Vans USA, LLC

A Daimler Company

Robert Veit

Managing Director

Vans USA

November, 2019

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- **A safety defect exists in your vehicle**
- **Schedule an appointment with your authorized Freightliner Sprinter dealer as soon as possible.**
- **This repair will be provided free of charge.**

Dear Freightliner 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 Freightliner Sprinter vans, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2019 Freightliner Sprinter vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the CONCERN?

DAG determined that, the screw connection on the upper and lower hood catch of certain Freightliner Sprinter vehicles (VS30; Platforms 907) may not have been carried out according to specification. Depending on vehicle speed, wind resistance, aerodynamic drag and factors such as vehicle loading and road conditions, the hood could open while the vehicle is being operated. If the hood were to open while driving, it could impact the driver's field of vision, thereby increasing the risk of a crash.

What will your DEALER DO?

An authorized Mercedes-Benz Sprinter dealer will check and if necessary tighten the torque of the screw connection. **This service will be provided free of charge.** While the minimum repair time is **approximately 20 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 Freightliner dealer will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time. You will not be charged for other service or repairs unless so requested.

Schedule an appointment immediately at your preferred authorized Freightliner Sprinter Dealer. See www.freightlinersprinterusa.com/freightliner/owners-resources/recall for the Dealer Locator. **Please mention you are scheduling an appointment to check and if necessary tighten the torque of the screw connection under Recall Campaign # 2019100006.** 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.

We encourage you to sign up for recall alerts at www.nhtsa.gov/alerts. 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.

Should you have any questions difficulty regarding this Recall Campaign, please contact an authorized Freightliner 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 1-877-762-8267.

If an authorized Freightliner 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, but your safety is of utmost concern to Freightliner.

Sincerely,



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