



Mercedes-Benz USA, LLC

Robert Veit  
Managing Director  
Vans USA

**IMPORTANT SAFETY RECALL INTERIM NOTICE 2019090014**

This notice applies to your vehicle

VIN: WD3PE7CC0 [REDACTED]

**Spring Pin of the Head Restraint  
NHTSA Recall #19V666**

November, 2019

2019090014  
WD3PE7CC0 [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 Metris vans, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2019 Mercedes-Benz Metris vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

DAG determined that the seating head restraint on certain Mercedes-Benz Metris (platform 447 (VS20) vehicles may have been fitted either without the correct spring pin or with a spring pin that was incorrectly mounted. An incorrectly mounted or missing spring pin could allow the upholstery carrier to come loose from the head restraint housing which could increase the risk of an injury in the event 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 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.**

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).

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: 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 Last Name, First Name]

Last Name, First Name

[Grid for Street]

Street



Apt

[Grid for City]

City



State



ZIP

[Grid for Email Address]

Email Address

[Grid for Phone (numbers only)]

Phone (numbers only)

[Grid for Mobile (numbers only)]

Mobile (numbers only)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature