

**IMPORTANT SAFETY RECALL #2020040019**  
This notice applies to your vehicle, VIN: WD3PE7CC0A [REDACTED]  
Description of Auto-P Function  
NHTSA Recall #20V180

Daimler Vans USA, LLC  
A Mercedes-Benz AG Company  
Robert Veit  
Managing Director  
Vans USA

May, 2020

2020040019  
WD3PE7CC0A [REDACTED]  
[REDACTED]

- 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.

Mercedes-Benz AG ("MBAG"), 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?**

MBAG determined that certain Freightliner Sprinter vehicles with automatic transmission do not correctly specify certain conditions under which the automatic parking function ("Auto-P") operates. The Operator's Manual describes certain functions which would automatically engage the park position "P" if (1) the driver opens the seat belt buckle or (2) the driver leaves the seat when the vehicle is stationary or driving at very low speed. However, this functionality is not available in the affected Sprinter vehicles. Should a customer rely on the Auto-P function as described in the Operator's Manual, the possibility of vehicle rollaway or movement cannot be ruled out which could increase the risk of a crash.

**What will your DEALER DO?**

An authorized Freightliner Sprinter dealer will add a supplementary booklet with a correct description of the Auto-P function to the Operator's Manual, which is already in the vehicle. The supplementary booklet is also available on-line at <https://www.freightlinersprinterusa.com/freightliner/owners-resources/owner-manuals>. **This service will be provided free of charge.** While the minimum repair time is **approximately 10 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 Sprinter dealer will also check for other repair measures which might be applicable to your vehicle which 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](http://www.freightlinersprinterusa.com/freightliner/owners-resources/recall) for the Dealer Locator. **Please mention you are scheduling an appointment to add a supplementary booklet with a correct description of the Auto-P function under Recall Campaign # 2020040019.** 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](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.

Should you have any questions difficulty regarding this Recall Campaign, please contact an authorized Freightliner Sprinter 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,



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

### IMPORTANT

VIN: WD3PE7CC0A

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:

Last Name, First Name

Street

Apt

City

State

ZIP

Email Address

Phone (numbers only)

Mobile (numbers only)

\_\_\_\_\_   
 Date

\_\_\_\_\_   
 Signature