

IMPORTANT SAFETY RECALL #2020070011
This notice applies to your vehicle, VIN: WD3PE7CC0 [REDACTED]
Check Front Swivel Seat Wiring Harness
NHTSA Recall #20V322

Daimler Vans USA, LLC

A Mercedes-Benz AG Company

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Vans USA

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2020070011

WD3PE7CC0 [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 2019-2020 Freightliner Sprinter vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the CONCERN?

On certain Sprinter vehicles that are equipped with front swivel-seats, the wires in the seat wiring harness could become jammed and damaged in the swivel-seat frame. In that case, the operation of the side airbag within the driver and/or front passenger seats seat could be adversely affected, which could cause the side airbag to deploy inadvertently or not deploy as designed in the event of a crash, increasing the risk of injury to vehicle occupants.

What will your DEALER DO?

An authorized Freightliner Sprinter dealer will inspect the routing of the front seat (left/right) seat wiring harnesses of the and will repair as necessary. **This service will be provided free of charge.** While the minimum repair time is approximately **2 hours**, 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.

Please schedule an appointment at your preferred authorized Freightliner Sprinter Dealer.

A VIN-based recall lookup tool on our website 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.freightlinersprinterusa.com/freightliner/owners-resources/recall. **Please mention you are scheduling an appointment to inspect the routing of the seat wiring harness under Recall Campaign # 2020070011.** 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 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



