



Mercedes-Benz USA, LLC

Robert Veit  
Managing Director  
Vans USA

**IMPORTANT SAFETY RECALL INTERIM NOTICE**

This notice applies to your vehicle  
VIN: WD3PG3EA7K [REDACTED]  
**Propeller Shaft**  
**NHTSA Recall # 20V340**

July, 2020

WD3PG3EA7K [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.

Mercedes-Benz AG (“MBAG”), 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.

MBAG determined that the vehicle’s propeller shaft might not have been attached to the intermediate bearing according to manufacturing specifications. If the propeller shaft is improperly attached to the intermediate bearing, over time, damage to the propeller shaft joint could occur. The rotational imbalance of the shaft could then lead to vibrations to the underbody of the vehicle, and to inaccurate signals to the airbag control unit. If improper signals are sent to the airbag control unit, the frontal airbags could inadvertently deploy, increasing the risk of injury to front occupants and increasing the risk of a crash.

We want to assure you that Mercedes-Benz 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 Mercedes-Benz AG Company  
One Mercedes-Benz Drive  
Sandy Springs, GA 30328  
Phone (770) 705-0600

