



IMPORTANT SAFETY RECALL #2020 120007
This notice applies to your vehicle, VIN: WD3PE7CC0A [REDACTED]
Inspect Power Steering Hose Clamps
NHTSA Recall #20V663

Mercedes-Benz USA, LLC

Robert Veit
 Managing Director
 Vans USA

December, 2020

20V663
 WD3PE7CC0A [REDACTED]

- A remedy is available for your vehicle.
- Schedule an appointment with your authorized Mercedes-Benz dealer as soon as possible.
- This repair will be provided free of charge.

Dear Mercedes-Benz 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 Mercedes-Benz Sprinter vans, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2015-2020 Mercedes-Benz Sprinter vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the CONCERN?

MBAG has determined that on certain Mercedes-Benz Sprinter vehicles, the hydraulic power steering return line hoses might detach at their connection points under certain operating conditions, which could cause hydraulic fluid to leak, resulting in the loss of power steering assist. If the hydraulic power steering hose detaches, the driver will still have manual steering functionality, but increased steering effort will be needed, particularly at low speeds. Sudden loss of power steering assist as well as the loss of hydraulic steering fluid to the road surface may increase the risk of a crash.

What will your DEALER DO?

An authorized Mercedes-Benz dealer will check the return line connections of the power steering system and if needed, install the respective replacement clamp.
This service will be provided free of charge. We are dedicated to always delivering the best customer experience, and respect for your time is a top priority. While the minimum repair time can be up to **approximately 1 hour 30 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 Mercedes-Benz Sprinter dealer will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time.

What should YOU DO?



To find the most convenient authorized Mercedes-Benz dealer from your smartphone, scan the QR code to the left.

For additional information and to schedule an appointment, please contact your preferred authorized Mercedes-Benz dealer at your earliest convenience. To locate authorized dealers see www.mbvans.com/sprinter/shopping-tools/find-a-dealer. **Please mention you are scheduling an appointment to inspect power steering hose clamps under Recall Campaign # 2020 120007.**

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.

Information for Owners

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.

A VIN-based recall lookup tool on our MBVans.com 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.mbvans.com/sprinter/owners-resources/recall. Should you have any questions or encounter any difficulty regarding this Recall Campaign, please contact an authorized Mercedes-Benz 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-(800) FOR-MERCEDES (1-800-367-6372).

If an authorized Mercedes-Benz Sprinter 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.

Sincerely,

Mercedes-Benz USA, LLC
 A Mercedes-Benz AG Company
 One Mercedes-Benz Drive
 Sandy Springs, GA 30328
 Phone (770) 705-0600

