



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

May 4, 2017

Mr. Michael Scott
Daimler Vans USA, LLC
303 Perimeter Center North
Atlanta, GA 30346

NEF-150KS
17V-272

Subject: Failed Updated Control Units

Dear Mr. Scott:

This letter serves to acknowledge Daimler Vans USA, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

FREIGHTLINER/SPRINTER 2500/2013-2014
FREIGHTLINER/SPRINTER 3500/2013-2014
MERCEDES BENZ/METRIS/2016

Mfr's Report Date: April 21, 2017

NHTSA Campaign Number: 17V-272

Components:

ELECTRICAL SYSTEM: SOFTWARE

Potential Number of Units Affected: 3

Problem Description:

Daimler Vans USA, LLC (DVUSA) is recalling certain 2013-2014 Freightliner Sprinter and 2016 Mercedes-Benz Metris vehicles. During vehicle servicing, the affected vehicles received software updates that may conflict with some of the vehicle's computers.

Consequence:

The improper software may cause problems with the electronic stability control system, the air bag control unit or the engine management software. These problems can result in an increased risk of a crash or an increased risk of injury in the event of a crash.

Remedy:

DVUSA will notify owners, and Mercedes-Benz and Freightliner dealers will update the affected control units on the vehicles, free of charge. The manufacturer has not yet provided a notification schedule. Owners may contact DVUSA customer service at 1-877-762-8267.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

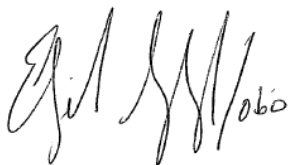
Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Kelly Schuler who may be reached by phone at (202) 366-5227, or by email at kelly.schuler@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "J Timian", with a date "1/21/16" written at the end of the signature.

Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement