



One Mercedes Drive
P.O. Box 350,
Montvale, NJ 07645-0350

Sprinter

newschannel update

TO: Mercedes-Benz and Freightliner Sprinter Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Thomas Brunner, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Recall Campaign 2015020004- B-Pillar Abutting Wedge. Model 906 Model Year 2015	DATE: February 20, 2015

IMPORTANT RECALL LAUNCH INFORMATION

This Recall Campaign is being launched today and the approximately 5,582 affected vehicles are flagged in VMI. The recall will be conducted to check the installation of the B-Pillar abutting wedge.

Dealers may use the attached work instructions to check vehicles in their inventory for the correct abutting wedge installation. If the abutting wedges are found to be correctly installed on both left and right B-Pillars the vehicle may be retailed. If one or more abutting wedges are found to be incorrectly installed you may not retail the vehicle until new mounting bolts are installed. Original bolts may not be re-used or reinstalled using Loctite.

Parts: No parts orders are necessary. A parts allocation for [dealer inventory](#) will be sent to each dealer and should arrive by the [middle of next week](#).

Owner Notification: - Owner notifications will be sent beginning in early March, 2015 when additional parts become available. All affected vehicles are flagged in VMI.

What Should Customers Do: Customers may continue to drive their vehicles until this recall has been performed.

What's the Issue:

Daimler AG (DAG) has determined that approximately 5,582 Model Year 2015 Mercedes-Benz and Freightliner Sprinter vehicles may be manufactured with an incorrectly installed abutting wedge at the B-pillar. The Model Year 2015 vehicles required an abutting wedge at the B-pillar for door opening forces after a severe frontal impact crash. If a vehicle with an incorrectly installed abutting wedge is involved in a severe frontal collision, it cannot be excluded that significantly greater forces are necessary to open the doors.

Given this notice, it is [a violation of Federal law](#) for a dealer to sell or lease any of the approximately 1,744 new Model Year 2015 Sprinter vehicles covered by this notification in dealer inventory until the vehicle has been repaired. See attached VIN files.

What We're Doing:

DVUSA therefore has initiated a voluntary recall of all potentially affected vehicles described above. The recall will be conducted to check the installation of the abutting wedge, and if found incorrect to correct the abutting wedge installation and replace the mounting bolts.

A copy of the campaign bulletin is attached, and may also be found on SprinterTekInfo.

When scheduling customers for an appointment please ensure that you are aware of any open campaigns in VMI so that the customer is advised about the time necessary to complete all campaigns.

Note: VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle.

Dealers may also identify vehicles subject to a campaign through NetStar by selecting "Campaign" under the Controlling tab. Only vehicles that have been retailed by the respective dealer will be displayed within this program.

While we regret any inconvenience this may cause, DVUSA is determined to maintain a high level of vehicle quality and customer satisfaction.

Please refer all customer inquiries to the Sprinter Customer Assistance Center at 1-877-762-8267