

# newschannel update

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Commercial Vans

TO: Mercedes-Benz and Freightliner Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Thomas Brunner, Department Manager, Vehicle Compliance and Analysis Michael Scott, Vans Regulations & Certifications
RE: <b>New Recall Campaign</b> <b>MY 2016 Model 906 (Sprinter 2500,3500)</b> <b>Retrofit Drive Shaft Bearing Support</b>	DATE: May 5, 2017

## **IMPORTANT NEW RECALL CAMPAIGN INFORMATION**

Please see the attached document for the subject new recall campaign.



# NEW RECALL CAMPAIGN NOTIFICATION

May 5, 2017

<b>Campaign No. :</b>	<b>Retrofit Drive Shaft Bearing Support</b>
<b>tdb</b>	
<p>This is to notify you of a new <b>Recall Campaign</b> to retrofit the drive shaft bearing support in <b>892</b> MY16 Sprinter (906) vehicles. Please review the recall information below. The recall campaign will be visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. All affected VINs will be flagged as "PENDING" in VMI in the week of May 8, 2017.</p>	
<b>Background</b>	
<b>Issue</b>	Daimler AG (DAG), the manufacturer of Mercedes-Benz Sprinter Vans, has determined that in certain MY16 Sprinter vehicles, an intermediate bearing bracket for the drive shaft may not have been welded correctly. In a frontal crash, the potentially insufficient welds might lead to the bracket coming loose. A loose drive shaft could then damage the fuel system and lead to fuel leakage. This may increase the risk of a fire.
<b>What We're Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz Sprinter dealer will retrofit the drive shaft bearing support on the affected vehicles.
<b>Parts</b>	Parts are currently not available but are anticipated for the recall launch in June, 2016.
<b>Vehicles Affected</b>	
<b>Vehicle Model Year</b>	Model Year 2016
<b>Vehicle Model</b>	Sprinter (2500,3500), Mercedes-Benz and Freightliner
<b>Vehicle Populations</b>	
<b>Total Recall Population</b>	892
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY16 Sprinter vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Affected vehicles will be flagged in VMI as "PENDING".</b></p> <p><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</b></p> <p><b>Given this notice, it is a violation of Federal Law for car rental companies to rent any MY16 Sprinter vehicles covered by this notification until the vehicle has been repaired.</b></p>	
<b>Next Steps/Notes</b>	
<b>Owner notification letter timeline</b>	Customers will be notified of this recall via interim letter mailing May 6, 2017. Secondary Customer Notifications will be mailed when parts are available in June.
<b>AOMS/SOMS</b>	Please ensure your dealers are informed and aware of this recall, and that an interim letter has been mailed to affected owners
<p>While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction. Please refer all customer inquiries to the Customer Assistance Center at 1-877-762-8267.</p>	