

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: Recall Campaign 2017070004 MY 2016 Model 906 Tire Pressure Label | DATE: August 4, 2017 |

IMPORTANT RECALL CAMPAIGN LAUNCH INFORMATION

Please see the attached document for the subject recall launch notification.



RECALL CAMPAIGN LAUNCH NOTIFICATION

August 4, 2017

| Campaign No. : | Codeword: | Tire Pressure Label |
|--|---|---------------------|
| 2017070004 | NC3REIFDRU | |
| <p>This is to notify you of the Recall Campaign Launch to retrofit the tire pressure label on 1257 MY16 Sprinter (906) vehicles. Please review the recall information below. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. All affected VINs will be flagged as "OPEN" in VMI on August 4, 2017.</p> | | |
| Background | | |
| Issue | Daimler AG (DAG), the manufacturer of Mercedes-Benz Sprinter Vans, has determined that certain Mercedes-Benz Sprinter vehicles might have been equipped with incorrect tire pressure labels on the B-pillar, showing a tire pressure which might be too low for the reinforced front axle. Vehicles with reinforced front axles may have tires that are inflated below specification, resulting in premature wear and in some cases, tire damage. | |
| What We're Doing | MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz Sprinter dealer will retrofit the tire pressure label on the affected vehicles. | |
| Vehicles Affected | | |
| Vehicle Model Year | 2016 | |
| Vehicle Model | Sprinter (2500,3500) | |
| Vehicle Populations | | |
| Total Recall Population | 1257 | |
| Total Dealer Inventory | 9 | |
| <p>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 "OPEN". Work Instructions will be available in SprinterTek Info. Once the repair is complete, the vehicle may be sold or leased. Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p> | | |
| Next Steps/Notes | | |
| Owner notification letter timeline | Customer Notifications will be mailed on August 4, 2017. | |
| AOMS/SOMS | AOMs - If your name is copied on this email, you may have a dealer that has a vehicle affected by this recall in inventory. See VIN list and forward the respective VINs to the dealer. | |
| <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> | | |



Mercedes-Benz

Campaign No. 2017070004, August 2017

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models 906 Model Year 2016**
Check/replace tire pressure table information label

Daimler AG ('DAG'), the manufacturer of Mercedes-Benz Sprinter vehicles, has determined that tire pressure information labels were applied to certain Sprinter vehicles (906 platform) with an optional reinforced front axle. This may result in insufficient inflation of the front tires, as vehicles equipped with a reinforced front axle require greater tire pressure than those listed on the label. An authorized Mercedes-Benz dealer will check and replace the tire pressure label, if necessary.

Prior to performing this Recall Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired.
- Please review the entire Recall Campaign bulletin and follow the repair procedure exactly as described.


Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.


Approximately 1180 vehicles are involved.


Order No. V-RC-2017070004

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.


Procedure

1.  Check if the correct tire pressure value for the wheels on the front axle are listed on the vehicle's information label (1)

 To do so, check tire pressure value of information label (Figure 1)(1) against (Figure 2) pictures A and B.

 Specified value for front axle
61 psi
If the correct tire pressure value is listed then procedure is complete.
If the correct tire pressure value is not listed continue to step 2.

2. Replace information label (1)

 The bonding surface must be free of grease. Also check tire pressure value on new information label (1). If the correct tire pressure value is not listed. Order information label again.



 The replacement tire labels are VIN specific. Ensure that the proper information is indicated on the new label before installing. If the correct information is not listed for that VIN. Order information label again.



Figure 1

| A ✓ | | | | |
|--|------------------------------|-----|-----------------------------|-----|
| Tire inflation pressure cold, laden vehicle Pression des pneus froid, véhicule chargé Presión neumático frío, vehículo cargado | | | | |
|  | front / avant / delantero | | rear / arrière / trasero | |
| | kPa | psi | kPa | psi |
| LT215/85R16 | 420 | 61 | 420 | 61 |
| | | | | |


| B ✗ | | | | |
|--|------------------------------|-----|-----------------------------|-----|
| Tire inflation pressure cold, laden vehicle Pression des pneus froid, véhicule chargé Presión neumático frío, vehículo cargado | | | | |
|  | front / avant / delantero | | rear / arrière / trasero | |
| | kPa | psi | kPa | psi |
| LT215/85R16 | 380 | 55 | 420 | 61 |
| | | | | |

Figure 2

Primary Parts Information

| Qty. | Part Name | Part Number | Estimated Replacement Rate |
|------|---------------------------------------|--------------------|----------------------------|
| 1 | Tire pressure table information label | A 906 584 72 38 26 | |

Warranty Information

Operation: Check tire pressure table information label (02-9967)
 Replace tire pressure table information label (after check) (02-9958)

| Damage Code | Operation Number | Labor Time (hrs.) |
|-------------|------------------|-------------------|
| 58 916 53 7 | 02-9967 | 0.1 |
| | 02-9958 | 0.3 |

**Note**

Operation Number labor times are subject to change