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Service

newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Michael Scott, Vans Regulations and Certifications Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Recall Campaign 2017090021 Initial Notification MY16 906 (Sprinter) Retrofit Drive Shaft Strap/Loop	DATE: December 6, 2017

IMPORTANT NEW RECALL CAMPAIGN INFORMATION WITH RETAIL HOLD ORDER





INITIAL RECALL CAMPAIGN NOTIFICATION

December 6, 2017

Campaign No. :	Campaign Desc. :	Retrofit Draft Shaft Strap/Loop
2017110006	PNDG CATCH STRAP	
<p>This is to notify you of the Recall Campaign with Retail Hold Order to retrofit an additional drive shaft catch strap on 109 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 "PENDING" in VMI on December 6, 2017.</p>		
Background		
Issue	Daimler AG (DAG), the manufacturer of Mercedes-Benz Sprinter Vans, has determined that certain Sprinter vehicles were not equipped with a drive shaft loss protection catch strap. As a result, in the event of a crash, the missing catch strap may lead to the drive shaft damaging the fuel tank, potentially increasing the risk of fuel loss and a fire. In addition, the vehicle does not fulfill the requirements of Federal Motor Vehicle Safety Standard FMVSS 301 (Fuel System Integrity).	
What We're Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz Sprinter dealer will retrofit the additional drive shaft catch strap to the affected vehicles.	
Parts	Parts are currently unavailable. An additional notification will be communicated once the parts are available.	
Vehicles Affected		
Vehicle Model Year(s)	2016	
Vehicle Model	Sprinter	
Vehicle Populations		
Total Recall Population	109	
Total Vehicles in Dealer Inventory	3	
<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 "PENDING". Once the repair is complete, the vehicle may be sold or leased.</p> <p>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p> <p>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY16 Sprinter vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	Customer interim letters were mailed November 17, 2017. Final customer letters are scheduled to be mailed in late December 2017.	
AOMS/SOMS	AOMS – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.	
Rental Fleet Partners	This recall may affect vehicles in your fleet. Please contact your respective MBUSA fleet representative for further information and next steps. For repairs, please contact your preferred MBUSA 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 1-800-FOR-MERCEDES.</p>		