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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: <b>Recall Campaign 2017120007</b> <b>Launch Notification</b> <b>MY16 906 (Sprinter)</b> <b>Check Left B-Pillar Label, Replace if Necessary</b>	DATE: December 8, 2017

## **IMPORTANT NEW RECALL CAMPAIGN INFORMATION UPDATE**





# RECALL CAMPAIGN LAUNCH NOTIFICATION

December 8, 2017

<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Check Left B-Pillar Label</b>
<b>2017120007</b>	<b>N3LHIWGEWI</b>	
This is to notify you of the <b>Recall Campaign Launch</b> to retrofit an additional drive shaft catch strap on <b>2</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 "OPEN" in VMI on December 8, 2017.		
<b>Background</b>		
<b>Issue</b>	Daimler AG (DAG), the manufacturer of Mercedes-Benz Sprinter Vans, has determined that certain Sprinter vehicles may have been equipped with tire pressure labels on the B-pillar with incorrect information about the maximum permissible vehicle-load capacity. An overload of the vehicle might cause damage to the tires or the rims. In addition, the tires might overheat and subsequently burst. In the event the maximum permissible vehicle-load capacities are exceeded, the driving characteristics, as well as the steering and brake characteristics of the vehicle might be impaired. This could increase the risk of a crash.	
<b>What We're Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz Sprinter dealer will check the tire pressure label with respect to the printed weight information and replace it, if necessary.	
<b>Parts</b>	Parts are available and may be ordered.	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2016	
<b>Vehicle Model</b>	Sprinter	
<b>Vehicle Populations</b>		
<b>Total Recall Population</b>	2	
<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. The vehicles will be flagged as "OPEN" and Work Instructions will be available in Star TekInfo. Once the repair is complete, the vehicle may be sold or leased.</b></p> <p style="text-align: center;"><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</b></p> <p><b>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.</b></p>		
<b>Next Steps/Notes</b>		
<b>Customer Notification Timeline</b>	Customer letters will be mailed December 15, 2017.	
<b>AOMS/SOMS</b>	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.	
<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>		



Mercedes-Benz

**Work instructions**

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**Van**

**Group 40**  
**CODE: N3LHIWGEW**

**SM40.15-D-0012SG**  
**06.12.2017**

**Check B-Pillar Label (Code: N3LHIWGEWI, Damage Code: 40 922 56)**

**Model**      **906.### #E as of 123231 up to 123584**  
**with code ZU8 (National version for USA)**

SM41.15-D-0012SG	Check B-Pillar Label (Code: N3LHIWGEWI, Damage Code: 40 922 56)	4.12.2017
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**Model** 906.### #E as of 123231 up to 123584  
with code ZU8 (National version for USA)

## Operation items and work units

Operation number	Flat rate	Operation text
02 2101	0.3 hrs.	Replace B-pillar label

1 B-Pillar label



D40.10-1127-02

Step	Check	
1	Check to see if the vehicle is affected. If not, the repair is complete.  If so, proceed to workstep 2.	<b>i. For authorized MB Service only an EVA entry is needed. An additional check of the vehicle in WIS is not necessary.</b>
2	Check if the original label for the vehicle is available. If not, open a PTSS case for the vehicle.  If so, proceed to workstep 3.	<b>i. Label is VIN specific.</b>
3	Replace the B-pillar label	<b>i. The surface must be free of grease.</b>
4	Add protective foil.	

Part number	Designation	Quantity
A 906 584 66 38 26	B-Pillar label*	1
A 901 584 00 55	Protective foil	1

\*VIN-specific, verify in EPC.