

SPRINTER

MERCEDES-BENZ USA, LLC
303 Perimeter Center North, Suite 202
Atlanta, GA, 30346
Phone: (770) 705-0600
Fax: (770) 705-0117
MBUSA.com

Sprinter

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 Initial Notification MY17 906 (Sprinter) Crosswind Assist Function	DATE: January 5, 2018

IMPORTANT NEW RECALL CAMPAIGN INFORMATION





RECALL CAMPAIGN INITIAL NOTIFICATION

January 5, 2018

Campaign No. :	Campaign Desc. :	Crosswind Assist Function
2018MMNNNN	PDGSEIWIND	
<p>This is to notify you of the upcoming Recall Campaign to configure the Crosswind Assist Function on approximately 1,993 MY17 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 are flagged as "PENDING" in VMI on January 5, 2018.</p>		
Background		
Issue	Daimler AG, ('DAG'), the manufacturer of Mercedes-Benz and Freightliner Vans, has determined that on certain MY17 Mercedes-Benz and Freightliner Sprinter vehicles equipped with Crosswind Assist, the Crosswind Assist Function may not be correctly configured and would therefore be inoperable.	
What We're Doing	MBUSA will conduct a voluntary recall. A remedy is not currently available. An additional notification will be sent in January 2018.	
Parts	Parts are not necessary for this campaign.	
Vehicles Affected		
Vehicle Model Year(s)	2017	
Vehicle Model	Sprinter	
Vehicle Populations		
Total Recall Population	1,993	
Dealer Inventory	303	
Internal Vehicles	3	
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any <u>new</u> MY17 Sprinter vehicles in dealer inventory covered by this notification until the vehicle has been repaired.</p> <p style="text-align: center;">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 <u>rental companies</u> to rent new MY17 Sprinter vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	Customer letters will be mailed in early January, 2018.	
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>		