

SPRINTER

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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 2018010001 Launch Notification MY17 906 (Sprinter) Crosswind Assist Function	DATE: January 19, 2018

IMPORTANT NEW RECALL CAMPAIGN LAUNCH INFORMATION





RECALL CAMPAIGN LAUNCH NOTIFICATION

January 19, 2018

Campaign No. :	Campaign Desc. :	Crosswind Assist Function
2018010001	NC3SEIWIND	
<p>This is to notify you of the Recall Campaign Launch 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 "OPEN" in VMI on January 19, 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. An authorized Mercedes-Benz or Freightliner Sprinter dealer will configure the Crosswind Assist Function for the affected vehicles.	
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	269	
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new 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 rental companies 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 late 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>		



Mercedes-Benz

Campaign No. 2018010001, January 2018

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 906 (Sprinter), Model Year 2017**
Configure Crosswind Assist

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. An authorized Mercedes-Benz or Freightliner Sprinter dealer will configure the Crosswind Assist function for the affected vehicles.

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 1993 vehicles are involved.

Order No. V-RC-2018010001

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

Note:

- Use DAS/Xentry 07/17 with all associated patches or higher.
- Follow the steps exactly as described in DAS/Xentry.
- Connect battery charger (battery voltage  >12.5V).
- Ensure all electrical consumers are switched-off.
- In the event of software/SCN update issues, contact Star Diagnosis User Help Desk. Please refer to the “pre-call” check list before contacting UHD
- Refer to Star Diagnosis System (SDS) Best Practices Guide.

1. Update software for Electronic Stability Program control unit

2. Follow on-screen instructions.

Note:

The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information

Operation: Update software for Electronic Stability Program control unit (02-2140)
(Includes: Connect/disconnect battery charger and Star Diagnosis System (SDS),
Connect/disconnect)

Damage Code	Operation Number	Labor Time (hrs.)
42 960 67 8	02-2140	0.4

Note

Operation Number labor times are subject to change.