

SPRINTER

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Sprinter

newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Michael Scott, Regulatory Mgmt and Campaigns
RE: Recall Campaign Launch Notification MY16 and MY17 906 (Sprinter) Replace Body Manufacturer Information Label	DATE: March 12, 2018

IMPORTANT NEW RECALL CAMPAIGN INFORMATION





RECALL CAMPAIGN LAUNCH NOTIFICATION

March 12, 2018

Campaign No. :	Campaign	Replace Manufacturer Information Label
2018030003	NC3KLAPPSI	
<p>This is to notify you of the upcoming Recall Campaign to replace the information label regarding the unloaded vehicle weight (UVW) on approximately 17 MY16 and MY 17 Mercedes-Benz Sprinter (906) vehicles. 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 March 12, 2018.</p>		
Background		
Issue	Daimler AG (DAG), the manufacturer of Mercedes-Benz Vans, has determined that on certain Mercedes-Benz Sprinter vehicles with folding seats (Sales Code S20) and a total permissible weight of under 10,000 lbs., the information label for subsequent manufacturers / final stage manufacturers contains incorrect information regarding the unloaded vehicle weight (UVW).	
Parts	The Global Logistics Center will be stocking this part in Germany and will fulfill orders via VOR FedEx based on actual demand.	
What We're Doing	An authorized Mercedes-Benz Sprinter dealer will replace the label on the vehicles affected and check that the UVW of these vehicles is not exceeded. Pursuant to 49 C.F.R. § 577.11(e), there is no need for pre-notice reimbursement to owners since all involved vehicles remain covered under the New Vehicle Limited Warranty.	
Vehicles Affected		
Vehicle Model Year(s)	2016 and 2017	
Vehicle Model	Mercedes-Benz (2500, 3500)	
Vehicle Populations		
Total Recall Population	17	
Dealer Inventory	8	
<p>Given this notice, it is a violation of Federal Law for a dealer to sell or lease any new MY16 and MY17 Sprinter vehicles in dealer inventory covered by this notification until the vehicle has been repaired.</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 rental companies to rent new MY16 and 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 April, 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. 2018030003, March 2018

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 906, Model Years 2016 - 2017**
Replace Body Manufacturer Information Label

Daimler AG, the manufacturer of Mercedes-Benz Sprinter vehicles, has determined on certain Mercedes-Benz Sprinter vehicles with folding seats and a total permissible weight of under 10,000 lbs., the information label for subsequent/ final stage manufacturers contains incorrect information regarding the unloaded vehicle weight (UVW). Should the maximum UVW be exceeded, certain side impact protection requirements might not be met. This could result in an increased risk of injury in the event of a crash. An authorized Mercedes-Benz Sprinter dealer will check that the UVW of your vehicle is not exceeded and replace the UVW label.

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 17 vehicles are involved.

Order No. V-RC-2018030003

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.

Operation No.	Operation text	Time (hrs.)	Damage Code	Code
02-2235	Operations: Replace body manufacturer information label	0.2	58 916 56 7	NC3KLAPPSI

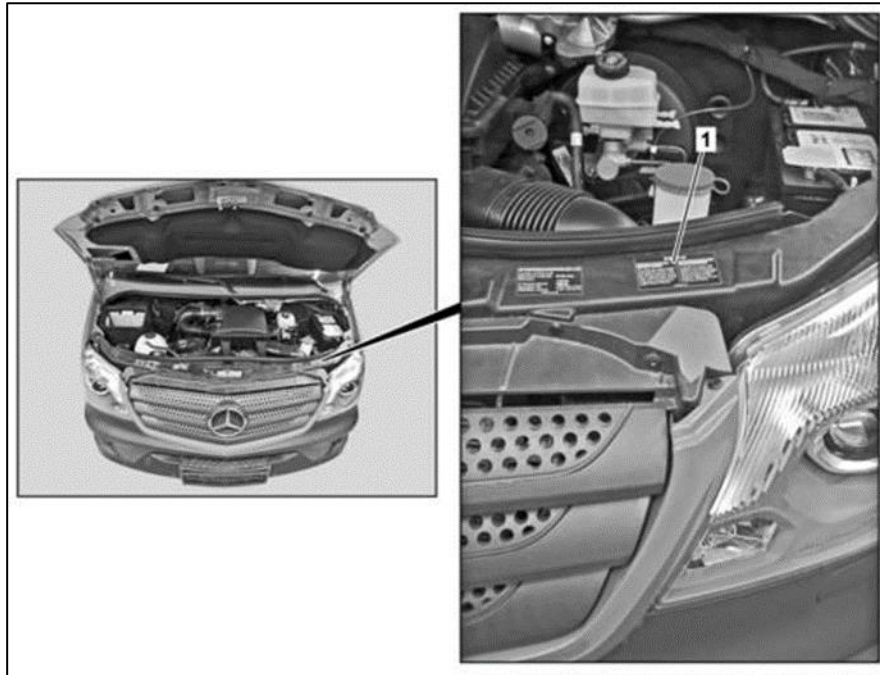


Figure 1. Information Sticker

Check		
1	Check whether the vehicle is affected by the measure	For authorized Mercedes-Benz service partners, only the entry in the "Extended VEGA Application" (EVA) system, in the "Current" tab is decisive. An additional test of the affected vehicles in the workshop information system (WIS) or vehicle list is thereby not necessary.
Replace		
2	Replace information label (Figure 1) 000 588 00 84 00 Heat gun	Bonding surface must be absolutely free of dust and grease. Otherwise, a sufficient degree of adhesion cannot be assured. To do so, use suitable tool (e.g. heat gun) to remove information label (Figure 1) and remove any adhesive residue using suitable cleaning agent.
Measure using pointer device		
3	Determine vehicle curb weight	To determine the vehicle's curb weight, weigh the vehicle when unladen. If curb weight of the vehicle is greater than 6724 lbs., generate TIPS case.

Parts ordering note

Part no.	Designation	Quantity
A 906 584 74 06 26	Information sticker	1