

SPRINTER

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Sprinter

newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Michael Scott, DM Regulatory Management and Campaigns
RE: Recall Campaign Launch Notification MY15 - MY17 447 (Metris) Mercedes-Benz Transmission Carrier Attachment	DATE: June 21, 2018

IMPORTANT NEW RECALL CAMPAIGN INFORMATION





RECALL CAMPAIGN INITIAL NOTIFICATION

June 21, 2018

Campaign No. :	Campaign Desc. :	Transmission Carrier Attachment
2018060012	VS2GETRAEG	
<p>This is to notify you of the upcoming Recall Campaign to perform a check of the bolts on all potentially affected Metris vehicles and replace the bolts if necessary on approximately 7,433 MY15-MY17 Mercedes-Benz Metris (447) 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 tentatively on June 22, 2018.</p>		
Background		
Issue	<p>Daimler AG, the manufacturer of Mercedes-Benz Metris vehicles, has determined that in certain vehicles (Platform 447), the screw connection of the transmission carrier to the vehicle body may not be tightened with the specified torque. If the screw connection of the transmission carrier is not sufficiently torqued, the bolts could loosen and subsequently lose connection with the vehicle. In that event, the position of the transmission carrier and the angle of the propeller shaft to the transmission could change. If this angle exceeds a certain degree, the joint disc could be damaged and lead to its complete failure. The customer will be alerted to clear warning signs of vibrations and rattling noises during operation of the vehicle prior to such loss of power. In this case, the vehicle would remain controllable (steering and braking would not be affected). However, an increased risk of a crash cannot be ruled out.</p>	
What We're Doing	<p>An authorized Mercedes-Benz dealer will perform a check of the bolts on all potentially affected Metris vehicles and replace the bolts if necessary. Pursuant to 49 C.F.R. § 577.11(e), Daimler Vans does not plan to provide notice about pre-notice reimbursement to owners since all involved vehicles remain covered under the new vehicle warranty. The necessary work to be performed, checking the torque and conducting a possibly necessary screw exchange, is expected to take less than 1 hour.</p>	
Parts	Parts are available. Max order quantity is set to 10.	
Vehicles Affected		
Vehicle Model Year(s)	2015 – 2017	
Vehicle Model	Metris (447 Platform)	
Vehicle Populations		
Total Recall Population	7,433	
Dealer Inventory	155	
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY15 – MY17 Metris vehicles in dealer inventory covered by this notification until the vehicle has been repaired.</p> <p>Additionally, given this notice, it is a violation of Federal Law for rental companies to rent new MY15 – MY17 Metris 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 July, 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.</p>		



Mercedes-Benz

Campaign No. 2018060012, June 2018

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 447 (Metris), Model Year 2015 - 2017
Transmission Carrier Attachment**

Daimler AG, the manufacturer of Mercedes-Benz Metris vehicles, has determined that in certain vehicles (Platform 447), the screw connection of the transmission carrier to the vehicle body may not be tightened with the specified torque. If the screw connection of the transmission carrier is not sufficiently torqued, the bolts could loosen and subsequently lose connection with the vehicle. In that event, the position of the transmission carrier and the angle of the propeller shaft to the transmission could change. If this angle exceeds a certain degree, the joint disc could be damaged and lead to its complete failure. The customer will be alerted to clear warning signs of vibrations and rattling noises during operation of the vehicle prior to such loss of power. In this case, the vehicle would remain controllable (steering and braking would not be affected). However, an increased risk of a crash cannot be ruled out. An authorized Mercedes-Benz dealer will perform a check of the bolts on all potentially affected Metris vehicles and replace the bolts if necessary.

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.

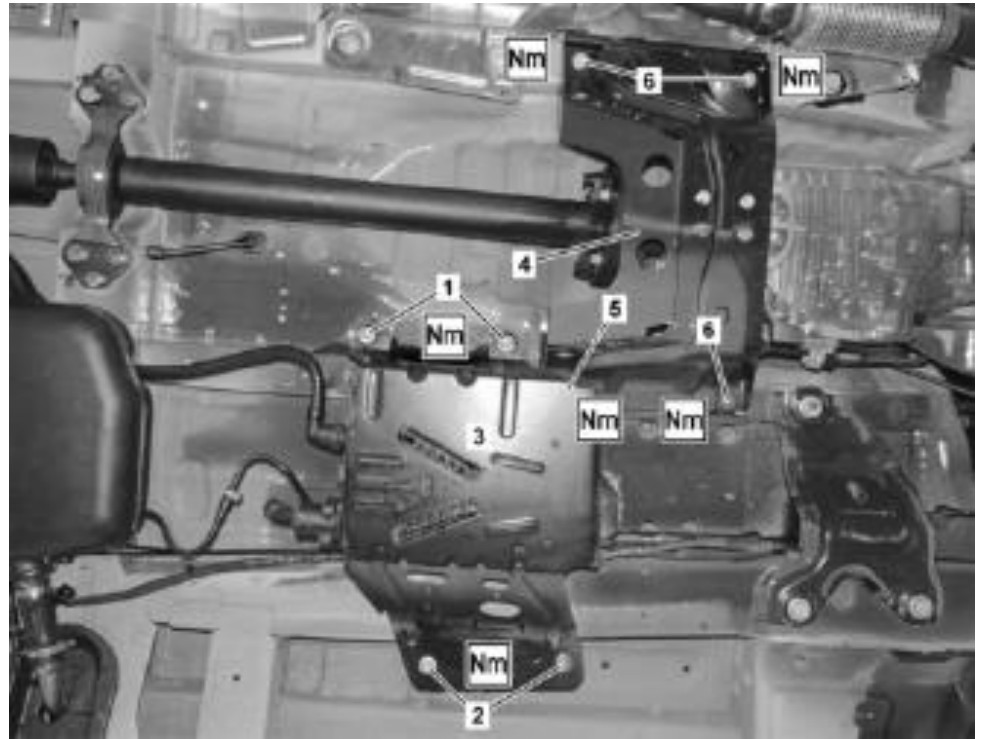
Approximately 7,433 vehicles are involved.

Order No. V-RC-2018060012

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.

Op. no.	Operation text	Time	Codeword	Code
02 2374	Operations: Check torque of screws from transmission carrier to longitudinal member	-	22 910 54 7	VS2GETRAEG
02 2375	Operations: Replace all bolts for transmission carrier to longitudinal member (after check)	-	22 910 54 7	VS2GETRAEG

- 1 Bolts
- 2 Bolts
- 3 Activated charcoal canister bracket
- 4 Transmission carrier
- 5 Screw
- 6 Bolts



Danger	Risk of death caused by vehicle slipping or toppling off of the lifting platform.	Align vehicle between vehicle lift columns and position the four support plates at the vehicle lift support points specified by the vehicle manufacturer.
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Check		
1	Check whether vehicle is affected by measure.	i 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 in the vehicle list is thereby not necessary.
Remove		
2	Raise vehicle.	
3	Remove bolts (1) of activated charcoal canister holder (3).	

4	Unfasten bolts (2) of activated charcoal canister holder (3) by a few turns.	Do not stretch electric lines as well as hoses and lines of activated charcoal canister. Damage may occur otherwise. i To gain access to the bolt (5), release bolts (2) only. The bracket for the activated charcoal canister (3) remains mounted to the vehicle.
Check		
5	Check torque of bolts (5, 6) of transmission carrier (4).	When checking the torque none of the bolts (5, 6) may turn before the torque value is reached. If one of the bolts (5, 6) turns replace it. Otherwise, the correct tightening torque for the respective bolts (5, 6) cannot be assured. Nm Bolt, transmission carrier to longitudinal member If bolts (5, 6) turn before the torque value is reached. ↓ Replace relevant bolts (5, 6).
Install		
6	Screw bolt (1, 2) into activated charcoal canister holder (3).	Nm M8
7	Lower vehicle.	

Nm Headless screws/bolts: screws/bolts and nuts, coarse-pitch thread

Number	Designation		8.8	10.9	12.9
BA00.10- N-1003-01A	M8	Galvanized Nm	23	32	38
		Phosphated Nm	21	29	36

Nm Engine mounts, engine supports

Number	Designation		Model 447 with engine 274, 651 Model 448 with engine 274
BA22.10- N-1002-01EE	Bolt, transmission carrier to longitudinal member	Nm	58

Parts ordering note

Part no.	Designation
N 910143 010012	Bolt for transmission carrier on longitudinal member M10x30