

SPRINTER

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newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Heike Scheuble, General Manager, Aftersales
RE: Recall Campaign Notification MY17 - MY18 447 Mercedes-Benz Metris Transmission Flange	DATE: September 4, 2018

IMPORTANT NEW RECALL CAMPAIGN INFORMATION





RECALL CAMPAIGN INITIAL NOTIFICATION

September 4, 2018

Campaign No. :	Campaign Desc. :	Transmission Flange
2018080018	VS2FLANGE	
<p>This is to notify you of the upcoming Recall Campaign to replace the transmission flange and the affected bolts on approximately 6 MY17-MY18 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" on September 17, 2018.</p>		
Background		
Issue	<p>Daimler AG, the manufacturer of Mercedes-Benz vans, has determined that in certain Mercedes-Benz Metris vehicles (VS20 - platform 447) for the US-market, automatic transmissions with high levels of corrosion on the transmission flange may have been incorrectly installed. Therefore, the screw connections to the transmission flanges may not be correct on the affected vehicles. If the screw connection to the transmission flange is not sufficient, the bolts could loosen and subsequently lose connection with the vehicle. Should a customer ignore the clear warning signs and continue to operate the vehicle, the propeller shaft could fall onto the transmission cross member and result in an abrupt loss of motive power. If this occurs while driving, the drive shaft would continue to turn in an uncontrolled manner and further consequential damage to adjacent components could occur. This may increase the risk of a crash.</p>	
What We're Doing	<p>An authorized Mercedes-Benz dealer will replace the transmission flange and the affected bolts, and clean the shaft seal on all potentially affected vehicles.</p>	
Parts	<p>Parts are being ordered and will be available prior to launch.</p>	
Vehicles Affected		
Vehicle Model Year(s)	2017-2018	
Vehicle Model	Metris (447 Platform)	
Vehicle Populations		
Total Recall Population	6	
Dealer Inventory	1	
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY17 – MY18 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 MY17 – MY18 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 September, 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. 2018080018, September 2018

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 447 (Metris), Model Year 2017 - 2018**
Output Flange of Automatic Transmission

Daimler AG, the manufacturer of Mercedes-Benz vans, has determined that in certain Mercedes-Benz Metris vehicles (VS20 - platform 447) for the US-market, automatic transmissions with high levels of corrosion on the transmission flange may have been incorrectly installed. Therefore, the screw connections to the transmission flanges may not be correct on the affected vehicles. If the screw connection to the transmission flange is not sufficient, the bolts could loosen and subsequently lose connection with the vehicle. Should a customer ignore the clear warning signs and continue to operate the vehicle, the propeller shaft could fall onto the transmission cross member and result in an abrupt loss of motive power. If this occurs while driving, the drive shaft would continue to turn in an uncontrolled manner and further consequential damage to adjacent components could occur. This may increase the risk of a crash. An authorized Mercedes-Benz dealer will replace the transmission flange and the affected bolts, and clean the shaft seal on all potentially 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.

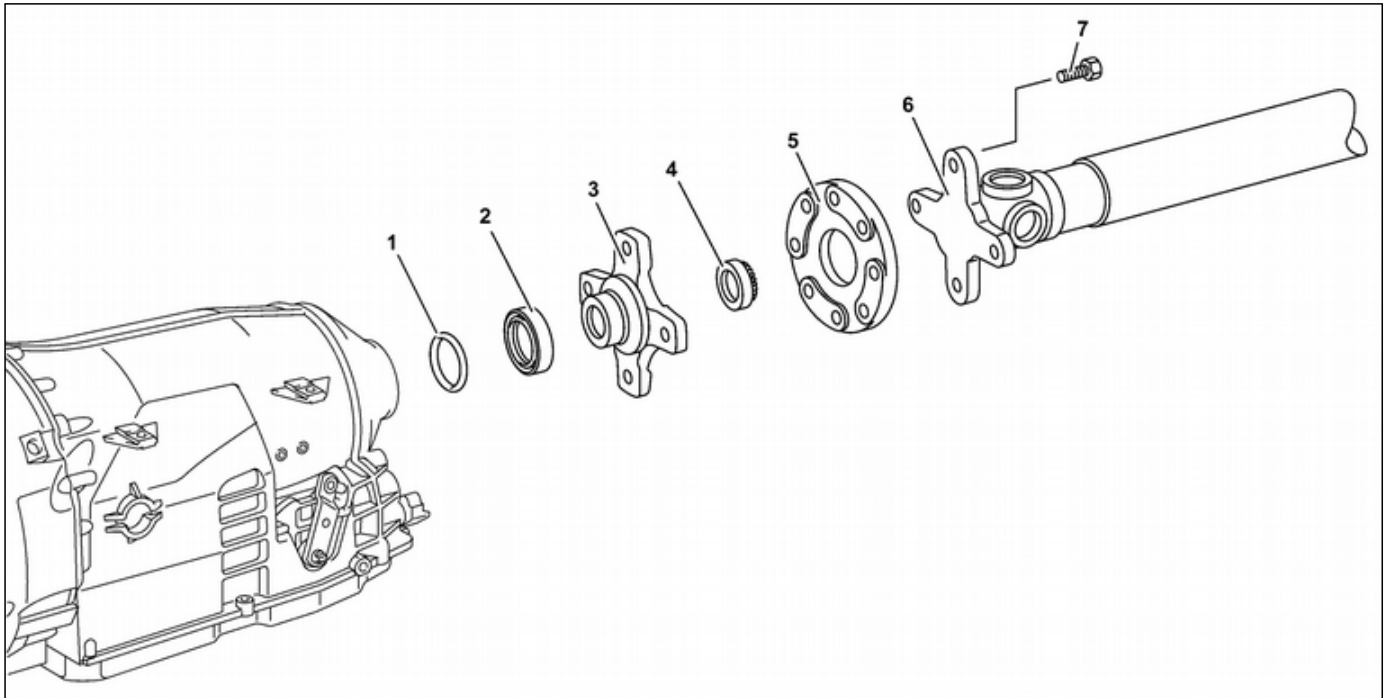
Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately **6** vehicles are involved.

Order No. V-RC-2018080018

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	Acc. no.	Code
61 1105	Remove/install lower engine compartment lining	0.2 hr	27 900 85 7	VS2FLANGE
02 2337	Operations: Replace output flange of automatic transmission	2.1 hr	27 900 85 7	VS2FLANGE



2 Radial shaft sealing ring

3 Output flange

	Check	
1	Check whether vehicle is affected by measure.	Only the entry in the Extended VEGA Application (EVA) system in the "Current" tab is significant for authorized Mercedes-Benz service partners. An additional test of the affected vehicles in the workshop information system (WIS) or vehicle list is thereby not necessary.
	Remove	
2	Connect diagnostic unit.	
3	Shift automatic transmission to neutral position.	The ignition key must remain inserted. Also refer to the owner's manual under the following menu item: Driving and parking → Automatic transmission → Engage transmission positions
4	Remove engine crossmember at rear.	
	Replace	

5	Replace radial shaft sealing ring (2) and output flange (3).	Thoroughly clean area of radial shaft sealing ring (2). Otherwise, the smallest dirt particles in the hydraulic components can lead to malfunctions and a total failure of the transmission.
	Install	
6	Install engine cross member at rear.	
7	Disconnect diagnostic unit.	

Parts ordering note

Part no.	Designation	Quantity
A 906 272 05 45	Output flange	1
A 140 990 11 50	Nut (M26x1.5)	1
A 015 997 12 46	Sealing ring	1
A 002 990 68 03	Bolt (M12x1.5x60)	4
A 001 989 78 03 09	Transmission oil (1 l)	n. B.