

SPRINTER

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newschannel update

TO: Freightliner and Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Heike Scheuble, General Manager, Aftersales
RE: Recall Campaign Launch Notification MY18 906 (Sprinters) Check Door Locks	DATE: January 11, 2019

IMPORTANT CAMPAIGN INFORMATION





RECALL CAMPAIGN LAUNCH NOTIFICATION

January 11, 2019

Campaign No. :	Campaign Desc. :	Check Door Locks
2018120013	NC3TUERSCH	
<p>This is to notify you of the Launch Recall Campaign to check and, if necessary, replace the door locks on approximately 76 MY18 Mercedes-Benz and Freightliner 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.</p>		
Background		
Issue	<p>Daimler AG (DAG), the manufacturer of Mercedes-Benz and Freightliner Vans, determined that in certain Mercedes-Benz and Freightliner Sprinter vehicles, an incorrect operating lever might have been installed as a subcomponent on the door locks on the right side of the vehicle. Electronically unlocking the driver door, cargo door and rear door may result in an inability to open the corresponding doors on the right side of the vehicle. Exiting the vehicle on the left side of the vehicle is still possible. This inability to open the affected doors could increase the risk of injury in the event of a crash.</p>	
What We're Doing	<p>An authorized Mercedes-Benz or Freightliner Sprinter dealer will check and, if necessary, replace the locks.</p>	
Parts	<p>Parts are limited and more have been ordered.</p>	
Vehicles Affected		
Vehicle Model Year(s)	Model Year 2018	
Vehicle Model	2500, 3500	
Vehicle Populations		
Total Recall Population	76	
Dealer Inventory	50	
<p>Given this notice, it is a <u>violation of Federal Law</u> for a dealer to sell or lease any <u>new</u> MY18 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 <u>violation of Federal Law</u> for rental companies to rent new MY18 Sprinter vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	<p>An owner notification letter will be mailed in late January, 2019.</p>	
AOMS/SOMS	<p>AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.</p>	
Rental Fleet Partners	<p>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 Mercedes-Benz or Freightliner dealer.</p>	
<p>While we regret any inconvenience this may cause, DVUSA is determined to maintain a high level of vehicle quality and customer satisfaction.</p>		

Heike Scheuble, General Manager, Aftersales



Mercedes-Benz

Campaign No. 2018120013, January 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 906 (Sprinter), Model Years 2018
Mercedes-Benz and Freightliner
Check Door Locks**

Daimler AG (DAG), the manufacturer of Mercedes-Benz and Freightliner Vans, determined that in certain Mercedes-Benz and Freightliner Sprinter vehicles, an incorrect operating lever might have been installed as a subcomponent on the door locks on the right side of the vehicle. Electronically unlocking the driver door, cargo door and rear door may result in an inability to open the corresponding doors on the right side of the vehicle. Exiting the vehicle on the left side of the vehicle is still possible. This inability to open the affected doors could increase the risk of injury in the event of a crash. An authorized Mercedes-Benz or Freightliner Sprinter dealer will check and, if necessary, replace the locks.

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 76 vehicles are involved.

Order No. V-RC-2018120013

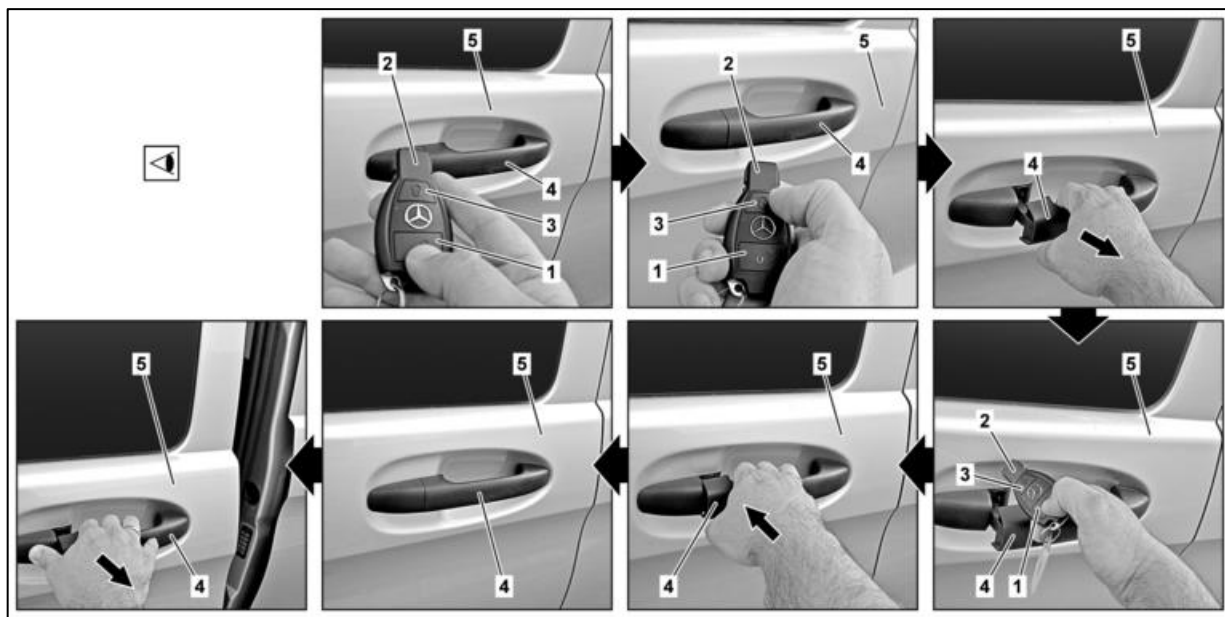
This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

Warranty Information

Operation items and work units

Operation number	Operation text	Labor Time (hrs.)	Damage Code
02 2753	Check a door lock on right side of vehicle	0.1 h	72 902 51 7
02 2732	Check each additional door lock on right side of vehicle (one lock checked)	0.1 h	72 902 51 7
02 2746	Replace right front door lock (after check)	0.6 h	72 902 51 7
02 2745	Replace right sliding door lock (after check)	0.4 h	72 902 51 7
02 2744	Replace right rear-end door lock (after check)	0.4 h	72 902 51 7

Procedure



Shown on model 447 right sliding door

- | | | | |
|---|-----------------|---|---------------|
| 1 | "Unlock" button | 3 | "Lock" button |
| 2 | Key | 4 | Door handle |

Check	
1	<p>Check, whether the vehicle is affected by the measure.</p> <p>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 on the vehicle list is thus not necessary. If the vehicle is affected by the measure.</p> <p>↓</p> <p>Only perform operation steps 4 to 7 once.</p>

2	Unlock vehicle.	To do so, press "unlock" button (1).
3	Lock vehicle.	To do so, press "lock" button (3).
4	Operate door handle (4) of respective vehicle door.	Pull door handle (4) into its final position and hold it in this position.
5	Unlock vehicle.	To do so, press "unlock" button (1).
6	Slide door handle (4) back slowly.	Let door handle (4) of vehicle door slide back as slowly as possible. Otherwise, it is possible that the test of the door lock is not expedient.
7	Operate door handle (4).	Do not repeat operation steps 4 to 7. Otherwise, the affected vehicle door can be opened although the door lock is defective. If the vehicle door does not open on the first try. ↓ Continue with operation step 8. If the vehicle door opens on the first try. ↓ The door lock functions correctly.
8	Replace affected door lock. - Remove/install front door lock - Remove/install sliding door lock - Remove/install rear-end door lock	

Replacement parts

RH Front Door		
Part number	Designation	Quantity
A 906 720 17 35	Door lock	1
A 140 984 30 29	Screw	3
A 001 995 47 77	Clamp	1

RH Sliding Door		
Part number	Designation	Quantity
A 000 995 51 14	Line Fastener	3
A 140 984 30 29	Screw	3
A 906 730 21 00	Door Lock	1

RH Rear Door		
Part number	Designation	Quantity
A 140 984 30 29	Screw	3
A 906 740 13 35	Door Lock	1