

SPRINTER

DAIMLER VANS USA, LLC
One Mercedes-Benz Drive
Sandy Springs, GA, 30328
Phone: (770) 705-0600
Fax: (770) 705-0117
MBUSA.com



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 Initial Notification MY18 906 (Sprinters) Check Door Locks	DATE: November 20, 2018

IMPORTANT CAMPAIGN INFORMATION





RECALL CAMPAIGN INITIAL NOTIFICATION

November 20, 2018

Campaign No. :	Campaign Desc. :	Check Door Locks
2018110004	PDGTUERSCH	
<p>This is to notify you of the Pending Recall Campaign to check and, if necessary, replace the door locks on approximately 76 MY18 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 “Pending” 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 interim customer letter will be mailed to affected customers starting December 2018. DVUSA will launch the recall when parts become available. An authorized Mercedes-Benz or Freightliner Sprinter dealer will check and, if necessary, replace the locks.</p>	
Parts	<p>Parts are still being verified. An additional notification will be communicated once the parts are available.</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 violation of Federal Law for a dealer to sell or lease any new 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 violation of Federal Law 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	An interim owner letter will be mailed in early December, 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 Mercedes-Benz or Freightliner dealer.	
<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