

**SPRINTER**

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Sprinter

# newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Heike Scheuble, General Manager, Aftersales
RE: <b>Recall Campaign Initial Notification</b> <b>MY16-17 447 (Metris)</b> <b>Fuel Line M274</b>	DATE: January 4, 2019

## IMPORTANT CAMPAIGN INFORMATION



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# RECALL CAMPAIGN INITIAL NOTIFICATION

January 4, 2019

Campaign No. :	Campaign Desc. :	Fuel Line M274
2018120006	PDGVERBIND	
This is to notify you of the <b>Recall Campaign</b> concerning the fuel line on approximately <b>12,383</b> MY16-17 Metris (447) vehicles. The recall campaign will be visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. All affected VINs are flagged as "Pending" in VMI.		
Background		
Issue	Daimler AG (DAG), the manufacturer of Mercedes-Benz Vans, has determined that certain Mercedes-Benz Metris vehicles (Platform 447) may have a minor fuel leakage at the lower connecting point of the transition hose, between the underbody fuel line and the Schrader valve. In addition, limited fuel "weeping" in the upper connection of the fuel line to the fuel pump - which typically produces fuel odor, but no significant loss of fuel from the system - could be present during cold start conditions. Fuel leakage in the presence of a potential ignition source within the engine compartment could create the risk of a fire.	
What We're Doing	An authorized Mercedes-Benz Metris dealer will check the hose and clamp at the lower connection on the subject vehicles and replace, if necessary. In addition, at the upper connection, the existing hose will be checked and replaced, if necessary.	
Parts	Parts are available.	
Vehicles Affected		
Vehicle Model Year(s)	Model Year 2016 - 2017	
Vehicle Model	Platform 447 (Metris)	
Vehicle Populations		
Total Recall Population	12,383	
Dealer Inventory	248	
<b>Given this notice, it is a violation of Federal Law for a dealer to sell or lease any new MY16-17 Metris vehicles in dealer inventory covered by this notification until the vehicle has been repaired.</b>		
<b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</b>		
<b>Additionally, given this notice, it is a violation of Federal Law for rental companies to rent new MY16-17 Metris vehicles covered by this notification until the vehicle has been repaired.</b>		
Next Steps/Notes		
Customer Notification Timeline	An owner notification letter will be mailed in late January, 2019.	
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.	
While we regret any inconvenience this may cause, DVUSA is determined to maintain a high level of vehicle quality and customer satisfaction.		