

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: Recall Campaign Notification MY19 907 (Sprinter) Bolt Connection between Steering Shaft and Steering Gear	DATE: January 28, 2019

IMPORTANT CAMPAIGN INFORMATION





RECALL CAMPAIGN LAUNCH NOTIFICATION

January 28, 2019

Campaign No. :	Campaign Desc. :	Bolt Connection
2019010006	VS3LENKSPI	
<p>This is to notify you of the STOP DRIVE Recall Campaign concerning the bolt connection between the steering shaft and the steering gear on approximately 4,800 MY19 Sprinter (907) vehicles. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. Customers are being advised to immediately stop driving their vehicles. All affected vehicles will be flagged as "Open" in VMI on February 4, 2019.</p>		
Background		
Issue	<p>Daimler AG, the manufacturer of Mercedes-Benz vans, determined that in certain Mercedes-Benz Sprinter vehicles (VS30, Platform 907) for the US market, the bolt connection between the steering shaft and the steering gear may not have been sufficiently tightened according to specification. A loosening of the bolt connection between the steering shaft and the steering gear could lead to a sudden and complete loss of steering function. In the event of steering failure, there is an increased crash risk.</p>	
What We're Doing	<p>All affected vehicles are under an immediate stop sale and stop drive. We kindly ask you to check the bolt connection between the steering shaft and the steering gear on the potentially affected vehicles to ensure that it is torqued according to specification. Alternatively, the bolt connection may need to be restored. Customers are being asked to contact the nearest authorized Mercedes-Benz Sprinter dealer to arrange for the vehicle to be either towed to the dealership or to have a direct check & repair at the customer's location.</p> <p>Once all necessary steps have been completed, the vehicle is safe to be released. Please be aware that warranty claims should not be processed prior to Monday, February 4.</p>	
Parts	Parts are limited and more are being ordered.	
Vehicles Affected		
Vehicle Model Year(s)	Model Year 2019	
Vehicle Model	Platform 907 (Sprinter)	
Vehicle Populations		
Total Recall Population	Approximately 4,800	
Dealer Inventory	Approximately 1,909	
<p>Given this notice, it is a violation of Federal Law for a dealer to sell or lease any new MY19 Sprinter vehicles in dealer inventory covered by this notification until the vehicle has been repaired.</p> <p>Loaner and demonstrator vehicles should not be driven, and 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 MY19 Sprinter vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	Owners will be advised to stop driving the vehicle immediately.	
VAOMs/RSMs	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, DVUSA is determined to maintain a high level of vehicle quality and customer satisfaction.</p>		

Heike Scheuble, General Manager, Aftersales



Mercedes-Benz

Campaign No. 2019010006, January 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 907 (Sprinter), Model Years 2019**
Bolt connection between steering shaft and steering gear

Daimler AG, the manufacturer of Mercedes-Benz vans, determined that in certain Mercedes-Benz Sprinter vehicles (VS30, Platform 907) for the US market, the bolt connection between the steering shaft and the steering gear may not have been sufficiently tightened according to specification. A loosening of the bolt connection between the steering shaft and the steering gear could lead to a sudden and complete loss of steering function. In the event of steering failure, there is an increased crash risk. All affected vehicles are under an **immediate stop sale and stop drive**. We kindly ask you to check the bolt connection between the steering shaft and the steering gear on the potentially affected vehicles to ensure that it is torqued according to specification. Alternatively, the bolt connection may need to be restored. Customers are being asked to contact the nearest authorized Mercedes-Benz Sprinter dealer to arrange for the vehicle to be either towed to the dealership or to have a direct check & repair at the customer's location. **Owners will be advised to stop driving the vehicle immediately.**

Once all necessary steps have been completed, the vehicle is safe to be released. Please be aware that warranty claims should not be processed prior to **Monday, February 4.**

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 **4,800** vehicles are involved.

Order No. V-RC-2019010006

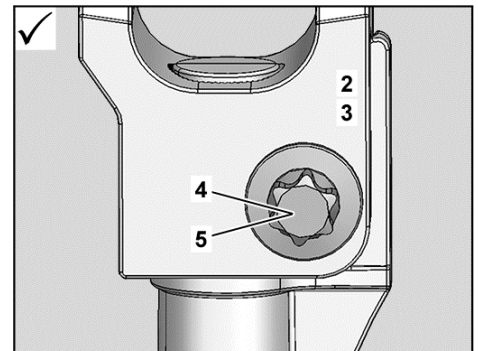
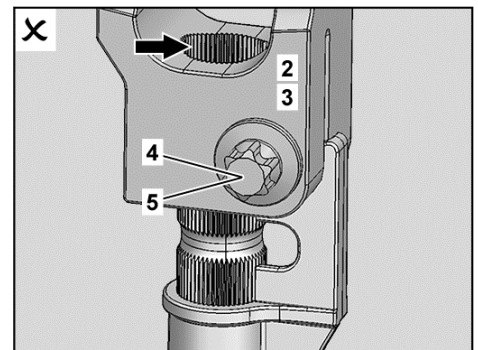
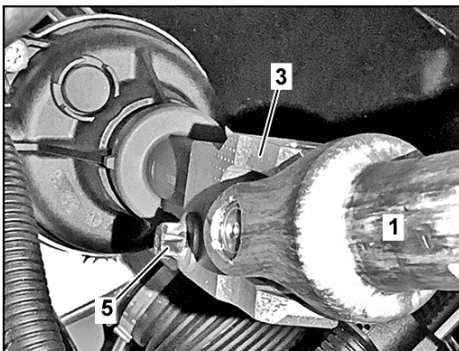
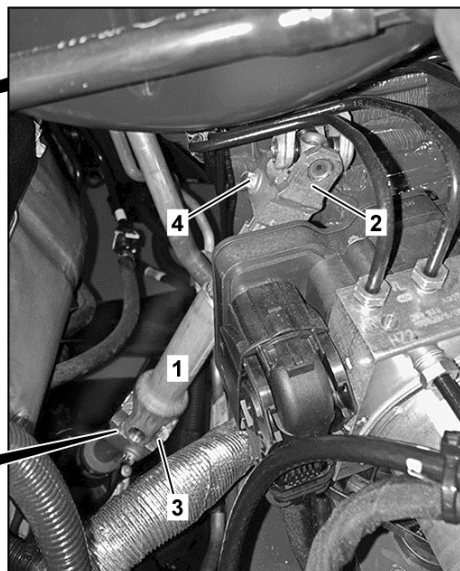
This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

Warranty Information

Operation items and work units

Operation number	Operation text	Labor Time (hrs.)	Damage Code
02 2866	Check threaded connection at all universal joints to steering gear	0.3 hrs.	46 942 53 7
02 2867	Replace threaded connection fastening universal joint to steering gear (after check)	0.1 hrs.	46 942 53 7

Procedure



- 1 Steering shaft
- 2 Universal joint
- 3 Universal joint

- 4 Screw
- 5 Screw

	Check	
1	Check, whether the vehicle is affected by the measure	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 vehicle list is thereby not necessary.

2	Check threaded connection at universal joints (2, 3)	<p>Check, whether screws (4, 5) installed. To do this, turn in the steering until the respective screw (4, 5) is visible and accessible. Then check both universal joints (2, 3) for correct seating (see picture). The gearing (arrow) must not be visible.</p> <p>Screw steering shaft at bottom of steering gear</p> <p>Screw steering shaft to steering shaft bearings</p> <p>If one or both screws (4, 5) are installed and the respective universal joint (2, 3) is correctly aligned,</p> <p style="text-align: center;">↓</p> <p>tighten the respective screw (4, 5). If the universal joint (2) or universal joint (3) is not aligned correctly,</p> <p style="text-align: center;">↓</p> <p>align affected universal joint (2, 3) correctly, fasten and replace corresponding screw (4, 5). Remove and install lower steering shaft</p> <p>If one or both screws (4, 5) are not installed,</p> <p style="text-align: center;">↓</p> <p>correctly align respective universal joint (2, 3), fasten and subsequently screw in missing screw (4, 5) and tighten. Remove and install lower steering shaft</p>
3	Mark renewed or retightened screws on the screw head with green colour.	

Steering wheel, jacket pipe, steering shaft

Number	Designation	Model 907, 910
BA46.10-N-1001-05TS	Screw steering shaft at bottom of steering gear Nm	28

Steering wheel, jacket pipe, steering shaft

Number	Designation	Model 907, 910
BA46.10-N-1004-05TS	Screw steering shaft to steering shaft bearings Nm	28



Note

Operation Number labor times are subject to change.

Replacement parts

Part Number	Designation	Quantity
A 907 990 00 00	Screw	1