

**SPRINTER**

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# newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
RE: <b>Recall Campaign Notification</b> <b>Model 907 Sprinter, Model Year 2019</b> <b>Headlamp Range Adjustment Sensor</b>	DATE: June 3, 2019

## **IMPORTANT RECALL CAMPAIGN INFORMATION**





# RECALL CAMPAIGN LAUNCH NOTIFICATION

June 3, 2019

<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Headlamp Range Adjustment Sensor</b>
<b>2019050017</b>	<b>VS3LEDSENS</b>	
<p>This is to notify you of the <b>Recall Campaign</b> concerning LED high performance headlights on approximately <b>590</b> MY19 Mercedes-Benz and Freightliner Sprinter 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 "Open" in VMI.</p>		
<b>Background</b>		
<b>Issue</b>	<p>DAG determined that on certain Mercedes-Benz and Freightliner Sprinter vehicles (platform 907) with LED high performance headlights, the sensor for the headlamp range adjustment may not have been mounted or calibrated correctly. Incorrectly adjusted LED headlights could result in increased glare to oncoming traffic. In addition, sufficient illumination of the road could also be impaired. This could increase the risk of a crash.</p>	
<b>What We're Doing</b>	<p>An authorized Mercedes-Benz or Freightliner Sprinter dealer will check the level sensor on the rear axle for the headlamp range adjustment and to retrofit and calibrate the level sensor in case it is missing.</p>	
<b>Parts</b>	<p><b>Parts will be available, if required.</b></p>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	Model Year 2019	
<b>Vehicle Model</b>	VS30 Sprinter (platform 907)	
<b>Vehicle Populations</b>		
<b>Total Recall Population</b>	590	
<b>Dealer Inventory</b>	8	
<p><b>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.</b></p> <p><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</b></p> <p><b>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.</b></p>		
<b>Next Steps/Notes</b>		
<b>Customer Notification Timeline</b>	An owner notification letter will be mailed in early June, 2019.	
<b>AOMS/SOMS</b>	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.	
<b>Rental Fleet Partners</b>	This recall may affect vehicles in your fleet. Please contact your respective DVUSA fleet representative for further information and next steps. For repairs, please contact your preferred DVUSA 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>		



Mercedes-Benz

Campaign No. 2019050017, June 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 907 (Sprinter), Model Year 2019  
Headlamp Range Adjustment Sensor**

Daimler AG (DAG), the manufacturer of Mercedes-Benz vans, has determined that on certain Mercedes-Benz and Freightliner Sprinter vehicles (platform 907) with LED high performance headlights, the sensor for the headlamp range adjustment may not have been mounted or calibrated correctly. Incorrectly adjusted LED headlights could result in increased glare to oncoming traffic. In addition, sufficient illumination of the road could also be impaired. This could increase the risk of a crash. We ask you to check the level sensor on the rear axle for the headlamp range adjustment and to retrofit and calibrate the level sensor in case it is missing.

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 **590** vehicles are involved.

Order No. V-RC-2019050017

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

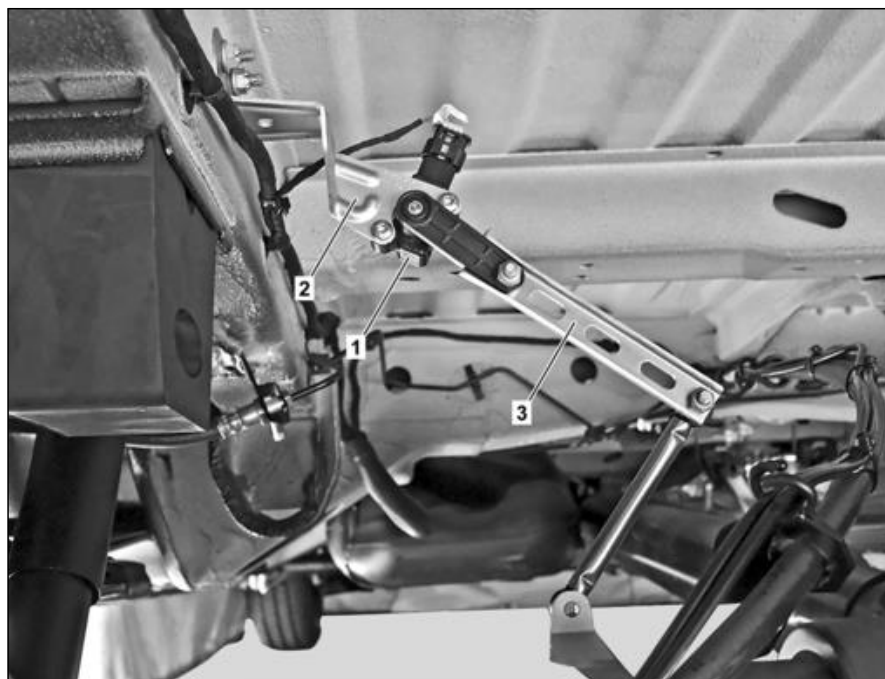
### Operation items and work units

Operation number	Operation text	Labor Time (hrs.)	Damage Code
02 2973	Check level sensor on rear axle for headlamp range adjustment	0.8	35 948 52 7
02 2974	Retrofit level sensor on rear axle for headlamp range adjustment (after check)	0.3	35 948 52 7

### Procedure

#### Modification notes

Document content updated and general information added	Operation step 7
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- |   |              |
|---|--------------|
| 1 | Level sensor |
| 2 | Bracket      |
| 3 | Linkage rod  |

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.

<p><b>⚠ Danger</b></p> <p>2</p>	<p>Risk of death caused by vehicle slipping or toppling off of the lifting platform.</p>	<p>Align vehicle between vehicle lift columns and position the four support plates at the vehicle lift support points specified by the vehicle manufacturer.</p>	<p>AS00.00-Z-0010-01A</p>
<p><b>Topical note</b></p>	<p>Raise vehicle. Special instructions for lifting and supporting vehicle</p>		<p>AH00.60-N-0100-01TS AR00.60-D-1000-04TS</p>
<p>3</p>	<p>Check level sensor (1) at rear axle for headlamp range adjustment.</p>	<p>To do this, check whether level sensor (1), holder (2) and the linkage (3) with its bolts/nuts are present. If component parts are missing, ↓ retrofit corresponding component parts or level sensor (1) and continue with operation step 4.  If all component parts are present, ↓ continue with operation step 4.</p>	<p>AR82.10-D-0005TS</p>
<p><b>Check</b></p>			
<p>4</p>	<p>Adjust position of headlamps.</p>		<p>AR82.10-D-1131TS</p>
<p><b>Calibrate</b></p>			
<p>5</p>	<p>Connect diagnostic system.</p>	<p>It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system.</p>	<p>AD00.00-D-2000-06TS</p>
<p>6</p>	<p>Connect charging equipment. Maintaining on-board electrical system voltage when performing test and diagnosis work on vehicle</p>	<p>During the entire work procedure a sufficiently large voltage supply must be provided for the vehicle's on-board electrical system. Otherwise any undervoltage that occurs may damage the control units.  Follow the operating instructions for the charger.  Use the charger to ensure that an adequate power supply (min.12.5 V) is provided for the on-board electrical system battery.</p>	<p>AR54.10-D-1127TS</p>

7	Calibrate level sensor (1) at rear axle for headlamp range adjustment.	To do this, select the following menu items: Control unit view → E1/2n9 Left headlamp (SG- LEDSW-L) (CODE: LG7) → Adaptations → Calibration processes → Zero adjustment  It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system.	
8	Disconnect diagnostic system.		AD00.00-D-2000-06TS

### Replacement parts

Part number	Designation	Quantity
(See XENTRY Portal Parts Information for VIN based identification)	Level sensor for headlamp range adjustment	As required
(See XENTRY Portal Parts Information for VIN based identification)	Headlamp range adjustment holder	As required
(See XENTRY Portal Parts Information for VIN based identification)	Linkage for headlamp range adjustment	As required

### NOTES

It is expected that we will only have a very low number of cases where other small parts are needed:

1 X Headlamp range adjustment bracket	A9075453600
1 X Bracket for height sensor	A9075453700
1 X Ball pin	A6393330000
4 X Rivet	A0039902797
2 X Hexalobular bolt	N000000 001883
2 X Nut	N000000 003477
1 X Torsion bar linkage	A9073280000