

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
RE: Initial Recall Campaign Notification Model 907 (Sprinter) Model Years 2018-2019 Replace Rear-side Windows	DATE: July 25, 2019

IMPORTANT CAMPAIGN INFORMATION



Campaign No. :	Campaign Desc. :	<h2>Replace Rear-side Windows</h2>
2019070008	PDGVERGLAS	
<p>This is to notify you of the upcoming Recall Campaign to replace the rear-side windows on approximately 678 MY18-19 Sprinter vehicles. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. All affected VINs will be flagged as “Pending” in VMI.</p>		
Background		
Issue	<p>Daimler AG (“DAG”), the manufacturer of Mercedes-Benz and Freightliner vans, has determined that, due to a documentation error, certain Sprinter vehicles (VS30; Platform 907) which should have been manufactured with rear side windows in laminated safety glass, were incorrectly manufactured with single-pane safety glass on single side windows in the rear on the right-hand side or on both sides. In the event of a side impact event or vehicle rollover, the fitted side windows may not fulfil the expected ejection mitigation function and occupants in the rear of the vehicle could be ejected. This could increase the risk of injuries, especially for passengers without seat belts.</p>	
What We’re Doing	<p>An authorized Mercedes-Benz or Freightliner Sprinter dealer will replace affected side windows in single-pane safety glass with laminated safety glass.</p>	
Parts	<p>Parts are still being verified. An additional notification will be sent when parts are available for repair.</p>	
Vehicles Affected		
Vehicle Model Year(s)	Model Year 2018-2019	
Vehicle Model	VS30 Sprinter (platform 907)	
Vehicle Populations		
Total Recall Population	678	
Dealer Inventory	101	
<p>Given this notice, it is a violation of Federal Law for a dealer to sell or lease any new MY18-19 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 MY18-19 Sprinter vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	An owner notification letter will be mailed in early August, 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 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>		

