

TO: Mercedes-Benz and Freightliner Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
RE: <b>Launch Recall Campaign Notification Model 907 (Sprinter) Model Years 2019 Flange Connection</b>	DATE: April 7, 2020

## IMPORTANT CAMPAIGN INFORMATION



Campaign	Campaign Desc. :	Flange Connection
2020030012	VS3FLABIND	
<p>This is to notify you of the upcoming <b>Recall Campaign</b> concerning the flange connection between the exhaust gas turbocharger and the diesel particulate filter on approximately <b>4,337</b> MY19 Mercedes-Benz and Freightliner Sprinter vans. 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 will be flagged as "Open" in VMI.</p>		
<b>Background</b>		
<b>Issue</b>	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz and Freightliner vans, has determined that on certain Sprinter vehicles from platform 907 (VS30), the flange connection between the exhaust gas turbocharger and the exit to the diesel particulate filter may not have been attached properly. If the flange connection is not attached properly, high-temperature exhaust gas could potentially leak into the engine compartment, increasing the risk of a potential thermal reaction as well as thermal damage to the immediately surrounding components.</p>	
<b>What We're Doing</b>	<p>An authorized Mercedes-Benz or Freightliner Sprinter dealer will replace the flange seals and will apply the correct torque to the screw connection.</p>	
<b>Parts</b>	<p><b>Parts are available.</b></p>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	Model Year 2019	
<b>Vehicle Model</b>	Sprinter, VS30 / Platform 907	
<b>Vehicle Populations</b>		
<b>Total Recall</b>	4,337	
<b>Dealer Inventory</b>	190	
<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 April 10, 2020.	
<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, we are determined to maintain a high level of vehicle quality and customer satisfaction.</p>		





Mercedes-Benz

Campaign No. 2020030012, April 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 907 (Sprinter), Model Year 2019  
Flange Connection**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz and Freightliner vans, has determined that on certain Sprinter vehicles from platform 907 (VS30), the flange connection between the exhaust gas turbocharger and the exit to the diesel particulate filter may not have been attached properly. If the flange connection is not attached properly, high-temperature exhaust gas could potentially leak into the engine compartment, increasing the risk of a potential thermal reaction as well as thermal damage to the immediately surrounding components. An authorized Mercedes-Benz or Freightliner Sprinter dealer will replace the flange seals and will apply the correct torque to the screw connection.

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.

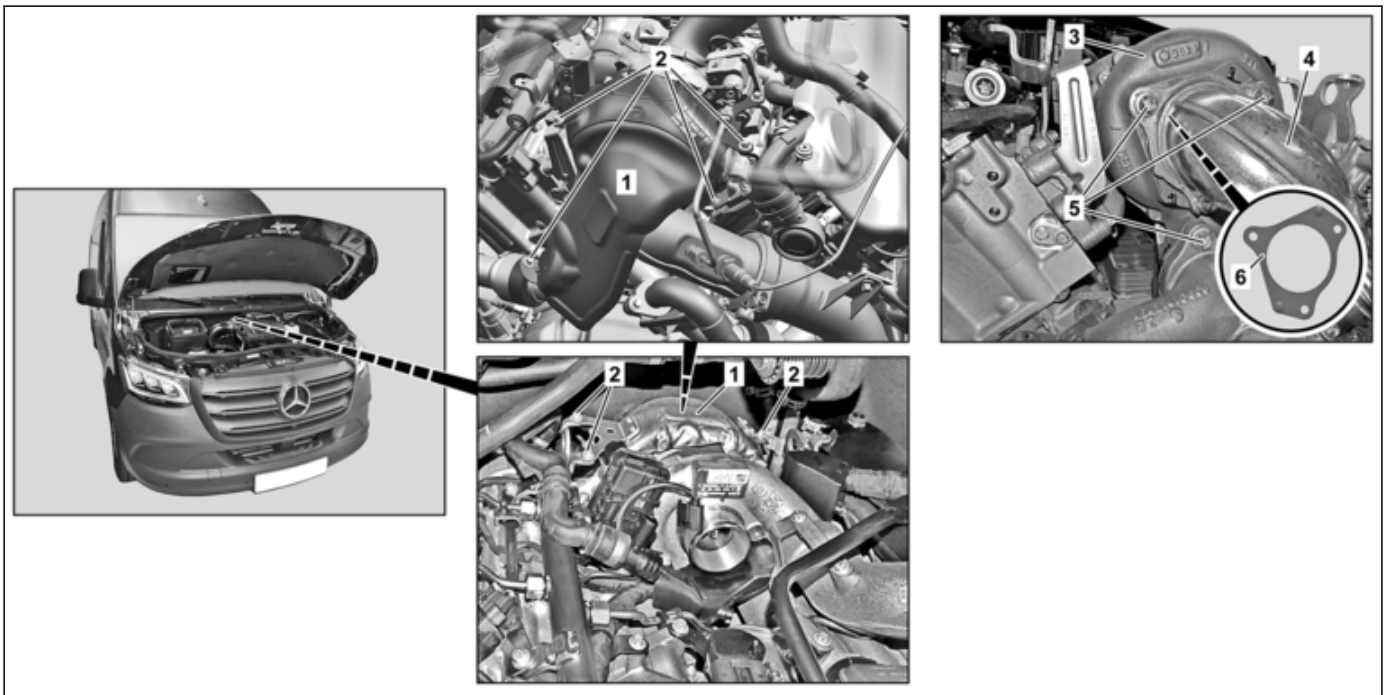
Approximately **4,337** vehicles are involved.

Order No. V-RC-2020030012

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.














**Operation no. of the operation texts or standard texts and flat rates**






Operation Number	Operation text	Time	Damage Code
02 1698	Operations: Replace 3 screws/bolts on exhaust gas turbocharger	0.8 h	14 910 57 7



D09.40-A014-09

- |   |              |   |              |
|---|--------------|---|--------------|
| 1 | Heat shield  | 4 | Exhaust pipe |
| 2 | Bolts        | 5 | Bolts        |
| 3 | Turbocharger | 6 | Seal         |

 Warning	<b>Risk of injury.</b> Skin or eye injuries may result when handling hot or glowing objects.	Wear protective gloves, protective clothing and safety glasses, if necessary.	AS00.00-Z-0002-01A
 Warning	<b>Risk of burn injuries,</b> suffocation and poisoning when working on the exhaust system and the components connected to it. Risk of suffocation and risk of poisoning caused by inhalation of gaseous and solid components of the exhaust. <b>Risk of poisoning</b> caused by skin contact with solid components of the exhaust.	Wear protective clothing and safety glasses. Use the extraction system. Move people out of the hazard area.	AS49.00-Z-0001-01A
Topical note	Notes on avoiding damage through contamination and foreign objects		AH00.00-P-5000-01A
	<b>Check</b>		
1	Check if vehicle is affected by 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.	
	<b>Remove</b>		
2	Remove air filter housing.		AR09.10-D-1150TSV
 AR			
3	Remove engine cover.		AR01.10-D-2405TSV
 AR			
4	Remove heat shield (1).	 To do this, remove screws (2).	
5	Remove bolts (5).	 Screws (5) are replaced.	
6	Remove seal (6) between exhaust gas turbocharger (3) and exhaust pipe (4).	 Seal (6) is replaced.	
	<b>Install</b>		
7	Position new seal (6) between exhaust gas turbocharger (3) and exhaust pipe (4) then fit new screws (5).	 Check seal (6) is in correct installation position. Otherwise, leaks can occur in the exhaust system.	
8	Tighten bolts (5).	 Bolt, exhaust pipe to turbocharger	<a href="#">BA09.40-N-1008-02TSV</a>

9	Install heat shield (1).	 To do so, screw in and tighten screws (2).  Bolt, heat shield to bracket  Bolt, heat shield to exhaust collector pipe	<a href="#">BA09.40-N-1009-02TSV</a> <a href="#">BA09.40-N-1010-02TSV</a>
10	Install engine cover.		AR01.10-D-2405TSV
11	Install air filter housing.		AR09.10-D-1150TSV
	<b>Check</b>		
	 <b>Warning</b>		
12	<p><b>Risk of accident</b> from vehicle starting off by itself when engine running. <b>Risk of injury</b> (bruises and burns) resulting from working on the engine while it is being started or when it is running.</p> <p>Check for leak tightness when engine is running.</p>	<p>Secure vehicle to prevent it from starting off by itself. Wear closed and snug-fitting work clothes. Do not touch hot or rotating parts.</p> <p> Visual inspection only.</p>	AS00.00-Z-0005-01A

 Turbocharger

Number	Designation		Engine 642 in model 907
BA09.40-N-1008-02TSV	Bolt, exhaust pipe to turbocharger	Nm	20

 Turbocharger

Number	Designation		Engine 642 in model 907
BA09.40-N-1009-02TSV	Bolt, heat shield to bracket	Nm	8

 Turbocharger

Number	Designation		Engine 642 in model 907
BA09.40-N-1010-02TSV	Bolt, heat shield to exhaust collector pipe	Nm	12

**Parts ordering note**

Part no.	Designation	Quantity
A 219 492 00 80	Seal	1
A 000 990 67 03	Screw	3