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| TO: Mercedes-Benz and Freightliner Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers | FROM: Anthony Washington, Department Manager, Regulations and Certifications |
| RE: Recall Campaign Notification Model 907 (Sprinter) Model Years 2019 Steering Spindle Bearing | DATE: April 13, 2020 |

IMPORTANT CAMPAIGN INFORMATION



| Campaign | Campaign Desc. : | Steering Spindle Bearing |
|---|---|--------------------------|
| 2020030013 | VS3SCHLENK | |
| <p>This is to notify you of the Recall Campaign concerning the steering spindle bearing on approximately 8,595 MY19 Mercedes-Benz and Freightliner Sprinter vans. 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 "Open" in VMI on Wednesday, April 15, 2020.</p> | | |
| Background | | |
| Issue | <p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz and Freightliner vans, has determined that on certain Sprinter vehicles of platform 907 (VS30), the screws for the intermediate bearing of the steering spindle may not have been torqued sufficiently. If the screws were not torqued to specification, they could loosen over time and cause the bearing to move back and forth during vehicle operation. The vehicle would remain steerable, but over time, as the bearing continues to move, the screws could continue to loosen and eventually detach which could impair the operator's ability to steer the vehicle and increase the risk of a crash.</p> | |
| What We're Doing | <p>An authorized Mercedes-Benz or Freightliner Sprinter dealer will replace the screws of the steering spindle intermediate bearing and apply the required tightening torque.</p> | |
| Parts | <p>Parts are available.</p> | |
| Vehicles Affected | | |
| Vehicle Model Year(s) | Model Year 2019 | |
| Vehicle Model | Sprinter, VS30 / Platform 907 | |
| Vehicle Populations | | |
| Total Recall | 8,595 | |
| Dealer Inventory | 739 | |
| <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 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 MY19 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 April, 2020. | |
| 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, we are determined to maintain a high level of vehicle quality and customer satisfaction.</p> | | |





Mercedes-Benz

Campaign No. 2020030013, April 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 907 (Sprinter), Model Year
2019 Steering Spindle Bearing**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz and Freightliner vans, has determined that on certain Sprinter vehicles of platform 907 (VS30), the screws for the intermediate bearing of the steering spindle may not have been torqued sufficiently. If the screws were not torqued to specification, they could loosen over time and cause the bearing to move back and forth during vehicle operation. The vehicle would remain steerable, but over time, as the bearing continues to move, the screws could continue to loosen and eventually detach which could impair the operator’s ability to steer the vehicle and increase the risk of a crash. An authorized Mercedes-Benz or Freightliner Sprinter dealer will replace the screws of the steering spindle intermediate bearing and apply the required tightening torque.

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 **8,595** vehicles are involved.

Order No. V-RC-2020030013

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

| Op. no. | Operation text | Time | Damage Code |
|---------|---|-------|-------------|
| 02 1733 | Operations: Check threaded connection of steering shaft to firewall | 0.2 h | 46 922 51 7 |
| 02 1765 | Operations: Replace threaded connection of steering shaft to firewall (after check) | 0.1 h | 46 922 51 7 |

- 1 Bolts
- 2 Steering shaft



D46.10-A003-05

| | | | |
|--------------|---|---|--------------------|
| Topical note | Notes on carrying out repair work in the vehicle interior | | AH68.00-N-0001-01S |
| Topical note | Notes on self-locking nuts and bolts | | AH00.00-N-0001-01A |
| ◀ | Check | | |
| 1 | Check, whether the vehicle is affected by the measure. | <p>i</p> <p>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> | |

| | | | |
|----------------|---|---|-------------------------------------|
| 2 | Check whether steering shaft (2) is correctly fastened to firewall. | <p>i</p> <p>Check whether all screws (1) are present and fully contact retaining plate of steering shaft bearing. The retaining plate must fully rest against the firewall.</p> <p>Replace loose screws (1).</p> <p>If a screw (1) is missing.</p> <p style="text-align: center;">↓</p> <p>Screw in new screw (1).</p> <p>If a screw (1) is not fully seated:</p> <p style="text-align: center;">↓</p> <p>Replace affected screw (1).</p> <p>If retaining plate of steering shaft bearing does not correctly rest against firewall:</p> <p style="text-align: center;">↓</p> <p>Remove existing screws (1), realign steering shaft bearing, screw in new screws (1).</p> | |
| Install | | | |
| 3 | Tighten all screws (1) to torque. | Nm Screw/nut, steering shaft bearing to firewall | BA46.10-N-1003-05TS |

Nm Steering wheel, steering column tube, steering shaft

| Number | Description | Model 907 |
|---------------------|---|-----------|
| BA46.10-N-1003-05TS | Screw/nut, steering shaft bearing to firewall | Nm 23 |

Parts ordering note

| Part no. | Description | Expected Replacement Rate of Affected Population | Quantity |
|--------------------|-------------|--|-----------|
| N 910143 008002 64 | Screw | 2 % | As needed |