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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: Initial Recall Campaign Notification Model 907 (Sprinter) Model Years 2019 Steering Column Cover | DATE: March 10, 2020 |

IMPORTANT CAMPAIGN INFORMATION



| Campaign | Campaign Desc. : | Steering Column Cover |
|---|--|-----------------------|
| 2020030008 | PDGVERKLE | |
| <p>This is to notify you of the upcoming Recall Campaign concerning the steering column cover on approximately 25 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 "Pending" in VMI.</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 cover for the casing pipe of the steering column was not installed. If the steering column casing cover is not installed, small vehicle components near the steering column such as nuts and screws could enter the steering column area in the event they were loose. Additionally, it is possible that small objects (e.g. small pieces cut-off from cable ties) out of the production and assembly process could enter the steering column area. If any such small objects were to enter the concerned space, it is possible that steering operation could be affected, thereby increasing the risk of a crash.</p> | |
| What We're Doing | <p>An authorized Mercedes-Benz or Freightliner Sprinter dealer will renew the steering column by replacing it against the intended variant including the cover.</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 2019 | |
| Vehicle Model | Sprinter, VS30 / Platform 907 | |
| Vehicle Populations | | |
| Total Recall | 25 | |
| Dealer Inventory | 4 | |
| <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> | | |

