

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 Auto-P Function	DATE: May 15, 2020

IMPORTANT CAMPAIGN INFORMATION



Campaign	Campaign Desc. :	Auto-P Function
2020040019	VS3BAUTOP	
<p>This is to notify you of the upcoming Recall Campaign concerning the Auto-P Function in the Operator's Manual on approximately 52,714 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.</p>		
Background		
Issue	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz and Freightliner vans, has determined that the operator's manual in certain Sprinter vehicles from platform 907 (VS30) with automatic transmission does not correctly specify certain conditions under which the automatic parking function ("Auto-P") operates. The Operator's Manual describes certain functions which would automatically engage the park position "P" if (1) the driver opens the seat belt buckle or (2) the driver leaves the seat when the vehicle is stationary or driving at very low speed. However, this functionality is not available in the affected Sprinter vehicles. Should a customer rely on the Auto-P function as described in the Operator's Manual, the possibility of vehicle rollaway or movement cannot be ruled out which could increase the risk of a crash.</p>	
What We're Doing	<p>An authorized Mercedes-Benz or Freightliner Sprinter dealer will add a supplementary booklet with a correct description of the Auto-P function to the Operator's Manual, which is already in the vehicle. The supplementary booklet is also available on-line at www.mbvans.com/sprinter/owners-resources/owner-manuals and https://www.freightlinersprinterusa.com/freightliner/owners-resources/owner-manuals.</p>	
Parts	Parts are available.	
Vehicles Affected		
Vehicle Model Year(s)	Model Year 2019	
Vehicle Model	Sprinter, VS30 / Platform 907	
Vehicle Populations		
Total Recall	52,714	
Dealer Inventory	6,980	
<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 mid May, 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. 2020040019, May 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 907 (Sprinter), Model Year 2019**
Auto-P Function

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz and Freightliner vans, has determined that the operator's manual in certain Sprinter vehicles from platform 907 (VS30) with automatic transmission does not correctly specify certain conditions under which the automatic parking function ("Auto-P") operates. The Operator's Manual describes certain functions which would automatically engage the park position "P" if (1) the driver opens the seat belt buckle or (2) the driver leaves the seat when the vehicle is stationary or driving at very low speed. However, this functionality is not available in the affected Sprinter vehicles. Should a customer rely on the Auto-P function as described in the Operator's Manual, the possibility of vehicle rollaway or movement cannot be ruled out which could increase the risk of a crash. An authorized Mercedes-Benz or Freightliner Sprinter dealer will add a supplementary booklet with a correct description of the Auto-P function to the Operator's Manual, which is already in the vehicle. The supplementary booklet is also available on-line at www.mbvans.com/sprinter/owners-resources/owner-manuals and <https://www.freightlinersprinterusa.com/freightliner/owners-resources/owner-manuals>.

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 **52,714** vehicles are involved.

Order No. V-RC-2020040019

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	Acc. no.
02 1813	Operations: Subsequently attach supplement for operator's manual	0.1h	58 917 62 7

	Check		
1	Check, whether the vehicle is affected by the measure.	<p>Affected vehicles: Subsequently supply supplement for operator's manual (code: VS3BAUTOP, acc. no.: 58 917 62)</p> <p>Model 907.1## 1# as of 000338 up to 079153</p> <p>Model 907.1## 2# as of 001443 up to 056971</p> <p>Model 907.2## 1# as of 000916 up to 056883</p> <p>Model 907.2## 2# as of 009182 up to 056884</p> <p>Model 907.6## 1# as of 000111 up to 204270</p> <p>Model 907.6## 2# as of 000545 up to 135276</p> <p>Model 907.7## 1# as of 000156 up to 204299</p> <p>Model 907.7## 2# as of 005171 up to 079796</p> <p>Model 910.0## 1# as of 000650 up to 056586</p> <p>Model 910.0## 2# as of 001366 up to 051009</p> <p>Model 910.1## 1# as of 000428 up to 056394</p> <p>Model 910.1## 2# as of 002268 up to 055889</p> <p>Model 910.6## 1# as of 000764 up to 133756</p> <p>Model 910.6## 2# as of 000797 up to 133515</p> <p> Only the entry in the "Extended VEGA Application" (EVA) system in the "Current" tab is decisive for authorized Mercedes-Benz service partners. An additional test of the affected vehicles in the workshop information system (WIS) or vehicle list is thereby not necessary.</p>	SM00.00-D-0046-01AAA

	Attach supplement		
2	Attach supplement to operator's manual.	<p>i</p> <p>The supplement must be affixed to the operator's manual (e.g. by using a stapler (tacker) printed). The supplement must not only be attached to the operator's manual.</p> <p>It is not necessary to present the vehicle. It is sufficient if the customer submits the operator's manual.</p>	

Parts ordering note

Part no.	Designation	Quantity
A 907 584 68 07	Supplement (Multilingual, without code ZX9) (Mercedes-Benz vehicles)	1
A 907 584 69 07	Supplement (English (US), with code ZX9) (Freightliner vehicles)	1