

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 Front Axle Brake Hose	DATE: May 15, 2020

IMPORTANT CAMPAIGN INFORMATION



Campaign	Campaign Desc. :	Front Axle Brake Hose
2020040023	VS3BRADVER	
<p>This is to notify you of the upcoming Recall Campaign concerning the front fender liners on approximately 48,804 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 on certain Sprinter vehicles the rear part of the fender liner on the front axle could contact and chafe the brake hose. If the distance between the fender liner and the brake hose is not sufficient, the front wheel suspension could contact and chafe the brake hose, which could lead to the loss of brake fluid. Over time, if the operator ignores the brake fluid warning indicator and continues to operate the vehicle until the brake fluid empties, this may increase the stopping distance and increase the risk of a crash.</p>	
What We're Doing	<p>An authorized Mercedes-Benz or Freightliner Sprinter dealer will check the condition and clearance of the brake hoses and, if necessary, to replace them. Additionally, the corresponding fender liner will be modified accordingly on the respective side.</p>	
Parts	Parts are available.	
Vehicles Affected		
Vehicle Model Year(s)	Model Year 2019	
Vehicle Model	Sprinter, VS30 / Platform 907	
Vehicle Populations		
Total Recall	48,804	
Dealer Inventory	5,974	
<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 late 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. 2020040023, May 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 907 (Sprinter), Model Year 2019**
Front Axle Brake Hose

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz and Freightliner vans, has determined that on certain Sprinter vehicles the rear part of the fender liner on the front axle could contact and chafe the brake hose. If the distance between the fender liner and the brake hose is not sufficient, the front wheel suspension could contact and chafe the brake hose, which could lead to the loss of brake fluid. Over time, if the operator ignores the brake fluid warning indicator and continues to operate the vehicle until the brake fluid empties, this may increase the stopping distance and increase the risk of a crash. An authorized Mercedes-Benz or Freightliner Sprinter dealer will check the condition and clearance of the brake hoses and, if necessary, to replace them. Additionally, the corresponding fender liner will be modified accordingly on the respective side.

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 **48,804** vehicles are involved.

Order No. V-RC-2020040023

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.

Please use only work instructions

SM88.10-D-0019SG,
SM88.10-D-0019-02SG, and
SM88.10-D-0019-03SG

when processing the vehicles.

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

	Op. no.	Operation text	Time (hrs.)	Acc. no.	
	02 1773	Operations: Check front fender liner and adjacent component parts	0.2	42 960 87	
	02 1796	Operations: Move vehicle onto vehicle lift for rework	0.2	42 960 87	
	02 1777	Operations: Replace front section of a front fender liner (vehicle raised)	0.3	42 960 87	
	02 1804	Operations: Replace rear section of a front fender liner (vehicle raised)	0.3	42 960 87	
	02 1805	Operations: Replace front and rear section of front fender liner (vehicle raised)	0.5	42 960 87	
	02 1808	Operations: Replace 2 front sections of front fender liners (vehicle raised)	0.5	42 960 87	
	02 1809	Operations: Replace 2 rear sections of front fender liner (vehicle raised)	0.4	42 960 87	
	02 1750	Operations: Adapt one section of a front fender liner (vehicle raised)	0.2	42 960 87	
	02 1803	Operations: Adapt both sections of a front fender liner (vehicle raised)	0.2	42 960 87	
	02 1775	Operations: Replace brake hose of front axle (after check)	0.4	42 960 87	
	02 1776	Operations: Replace 2 brake hoses of front axle (after check)	0.5	42 960 87	
	02 1806	Operations: Bleed hydraulic brake system (brake hoses replaced)	0.4	42 960 87	
	02 3282	Operations: Remove underfloor paneling (vehicle on vehicle lift)	0.2	42 960 87	

Important!

The following operation steps are to be performed on the right and left side of the vehicle.





D88.10-A003-79

- 1 Front section of fender liner
- 2 Rear section on fender liner

- a Dimension (approx. 20 mm)
- b Dimension (approx. 5 mm)

⚠ Danger	Risk of death caused by vehicle slipping or toppling off of the lifting platform.	Align vehicle between vehicle lift columns and position the four support plates at the vehicle lift support points specified by the vehicle manufacturer.	AS00.00-Z-0010-01A
⚠ Caution	Risk of injury caused by scraping or cutting body parts on sharp vehicle parts	Always wear protective gloves when working on or near sharp and non-deburred vehicle parts. Deburr repair panels.	AS00.00-Z-0017-01A

	Check		
1	Check, whether the vehicle is affected by the measure.	<p>Affected vehicles: Subsequently modify front fender liner (code: VS3BRADVER, acc. no.: 42 960 87) Model 907.### 1P as of 000485 up to 136806</p> <p>Affected vehicles: Subsequently modify front fender liner (code: VS3BRADVER, acc. no.: 42 960 87) Model 907.### 1P as of 136807 up to 225641 Model 907.### 2P as of 000484 up to 225373</p> <p>Affected vehicles: Subsequently modify front fender liner (code: VS3BRADVER, acc. no.: 42 960 87) Model 907.### 1E as of 179972 up to 188412 Model 907.### 1N as of 000264 up to 088619 Model 907.### 1T as of 000306 up to 022132 Model 907.### 2N as of 000967 up to 088558</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>	<p>SM88.10-D-0019-01AAA</p> <p>SM88.10-D-0019-01AAB</p> <p>SM88.10-D-0019-01AAC</p>

2	Check distances between rear sections of fender liner (2) and stabilizer.	<p>i</p> <p>To check the distances, the vehicle's suspension must be in the compressed condition.</p> <p>The distance between the rear section of the fender liner (2) and the stabilizer should be approx. 5 mm.</p> <p>If a rear section of the fender liner (2) is in front of the stabilizer or the distance is too small,</p> <p style="text-align: center;">↓</p> <p>adapt rear section of fender liner (2) (as of operation step 8).</p> <p>If a rear section of the fender liner (2) is deformed, damaged or the fastening points are not OK,</p> <p style="text-align: center;">↓</p> <p>replace rear section of fender liner (2) (as of operation step 6).</p>	
3	Check distances between front sections of fender liners (1) and brake hoses.	<p>i</p> <p>To check the distances, the vehicle's suspension must be in the compressed condition.</p> <p>The distance between the front section of the fender liner (1) and the front brake hose should be approx. 20 mm. In addition, the front brake hose should be located at the center of the cutout for the front section of the fender liner (1).</p> <p>If the distance between a brake hose and a front section of the fender liner (1) is insufficient,</p> <p style="text-align: center;">↓</p> <p>adapt front section of fender liner (1) (as of operation step 8).</p>	

4	Check front and rear sections of fender liners (1, 2) for damage and tight seating.	<p>i Adjacent components (brake hoses) must also be checked for damage and, if necessary, cleaned using a rag before visual inspection.</p> <p>i Check the following points:</p> <ul style="list-style-type: none"> - damage to nuts - damage to mounting holes - damage to sections of fender liner - damage to brake hoses <p>If no damage or chafe marks are found and the distances to the brake hoses and the stabilizer are sufficient,</p> <p style="text-align: center;">↓</p> <p>end the measure.</p> <p>If damage is visible on a section of the front fender liner,</p> <p style="text-align: center;">↓</p> <p>replace respective section of fender liner (as of operation step 6).</p> <p>If damage or chafe marks are present on the front brake hoses,</p> <p style="text-align: center;">↓</p> <p>replace affected front brake hose.</p>	AR42.10-D-0026TS
	Replace		
5	<p>Raise vehicle.</p> <p>Topical note Special instructions for lifting and supporting vehicle</p>		<p>AH00.60-N-0100-01TS</p> <p>AR00.60-D-1000-04TS</p>
6	Replace front section of front fender liner (1).	<p>Depending on the findings.</p> <p>If front section of fender liner (1) is to be replaced,</p> <p style="text-align: center;">↓</p> <p>adapt front section of fender liner (1) before installation.</p>	<p>AR88.10-D-1322TS</p> <p>SM88.10-D-0019-03SG</p>

7	Replace rear section of front fender liner (2).	Depending on the findings. If rear section of fender liner (2) is to be replaced, ↓ adapt rear section of fender liner (2) before installation.	AR88.10-D-1321TS SM88.10-D-0019-03SG
	Adjust		
8	Subsequently adapt front fender liner in installed state.	If front or rear sections of fender liners (1, 2) were not replaced.	SM88.10-D-0019-02SG
9	Lower vehicle.		

Parts ordering note

Part no.	Designation	Quantity
A 907 684 27 02	Front section of left front fender liner	As Needed
A 907 684 28 02	Front section of right front fender liner	As Needed
A 907 684 02 00	Rear section of left front fender liner	As Needed
A 907 684 03 00	Rear section of right front fender liner	As Needed
A 002 990 53 50	Nuts	As Needed
A 000 990 54 92	Expansion rivet	As Needed
A 907 428 42 00	Front brake hose	As Needed
A 907 428 29 00	Front brake hose (4x4 Vehicles only)	As Needed

Note: The expected parts replacement rate is approximately 1% for the fender liners and approximately 5% of the brake hoses of the affected population.

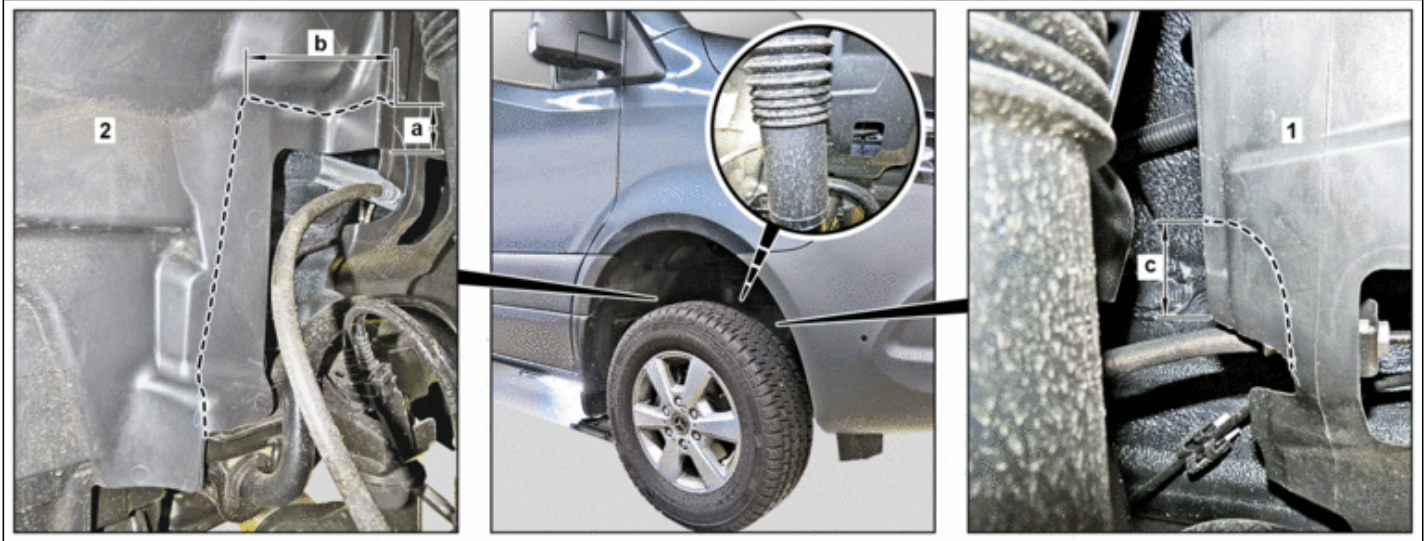
SM88.10-D-0019-02SG	Subsequently modify front fender liner in installed state (code: VS3BRADVER, acc. no.: 42 960 87)		
⚠ Danger	Risk of death caused by vehicle slipping or toppling off of the lifting platform.	Align vehicle between vehicle lift columns and position the four support plates at the vehicle lift support points specified by the vehicle manufacturer.	AS00.00-Z-0010-01A
⚠ Caution	Risk of injury caused by scraping or cutting body parts on sharp vehicle parts	Always wear protective gloves when working on or near sharp and non-deburred vehicle parts. Deburr repair panels.	AS00.00-Z-0017-01A

Model 907

The following operation steps are shown on the right side of the vehicle and must be performed in the same way on the left side of the vehicle.

i Turn steering to right if left fender liner is to be processed.

- 1 Turn steering.
 - i** Turn steering to left if right fender liner is to be processed.



a Dimension (21 mm)
b Dimension (70 mm)

c Dimension (14 mm)

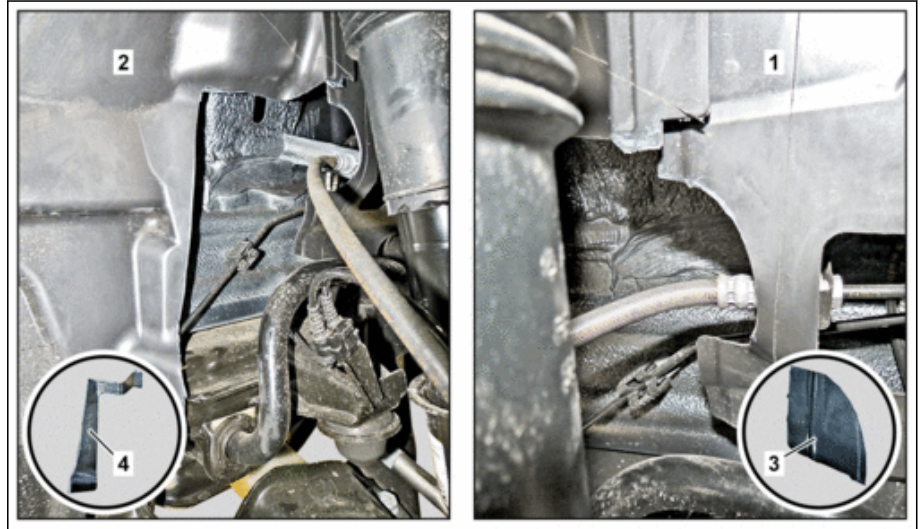
D88.10-A000-78

Adapt front section of fender liner (1)

- 2 Mark separation lines on front section of fender liner (1) as shown.
 - i** Observe dimension (C).

i Clean area on front section of fender liner (1) using a rag.

For internal use only!



D88.10-A001-75

Adapt front section of fender liner (1)

3 Detach front section of fender liner (1).



To do so, separate front section of fender liner (1) at separation line using a suitable tool (e.g. carpet blade).



The remaining piece (3) can be reused as a template.



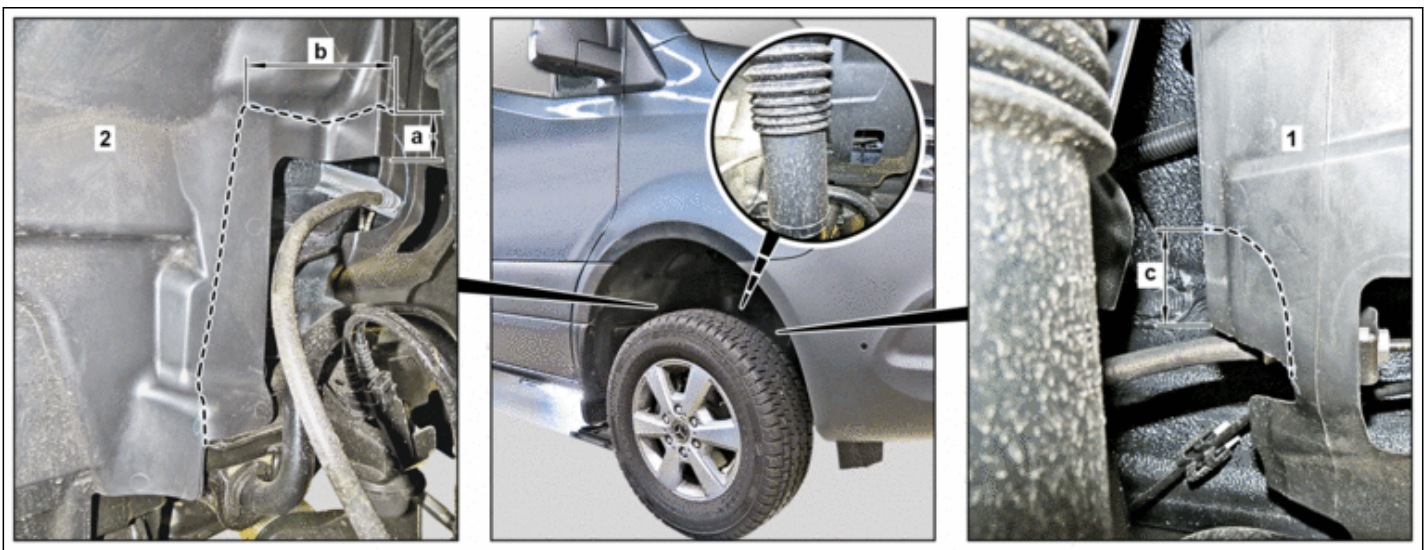
Make sure that no adjacent components are damaged when cutting out.

If components or anti-corrosion protection have been damaged,



replace corresponding vehicle parts or repair anti-corrosion protection.

4 Use suitable tool to deburr edges.



D88.10-A000-78

a Dimension (21 mm)

b Dimension (70 mm)

c Dimension (14 mm)

For internal use only!

Adapt rear section of fender liner (2)

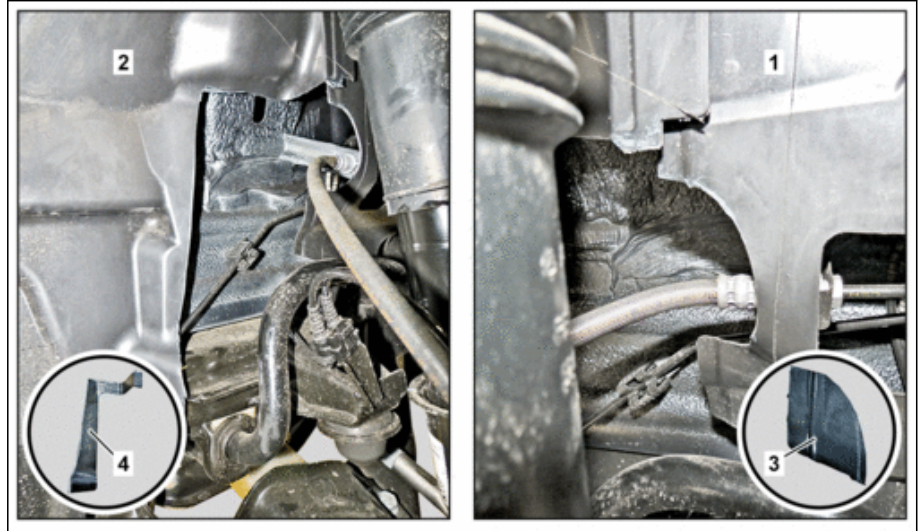
5 Mark separation lines on rear section of fender liner (2) as shown.



Observe dimensions (A, B).



Clean area on rear section of fender liner (2) using a rag.



D88.10-A001-75

Adapt rear section of fender liner (2)

6 Detach rear section of fender liner (2).



To do so, separate rear section of fender liner (2) at separation line using a suitable tool (e.g. carpet blade).



The remaining piece (4) can be reused as a template.



Make sure that no adjacent components are damaged when cutting out.

If components or anti-corrosion protection have been damaged,



replace corresponding vehicle parts or repair anti-corrosion protection.

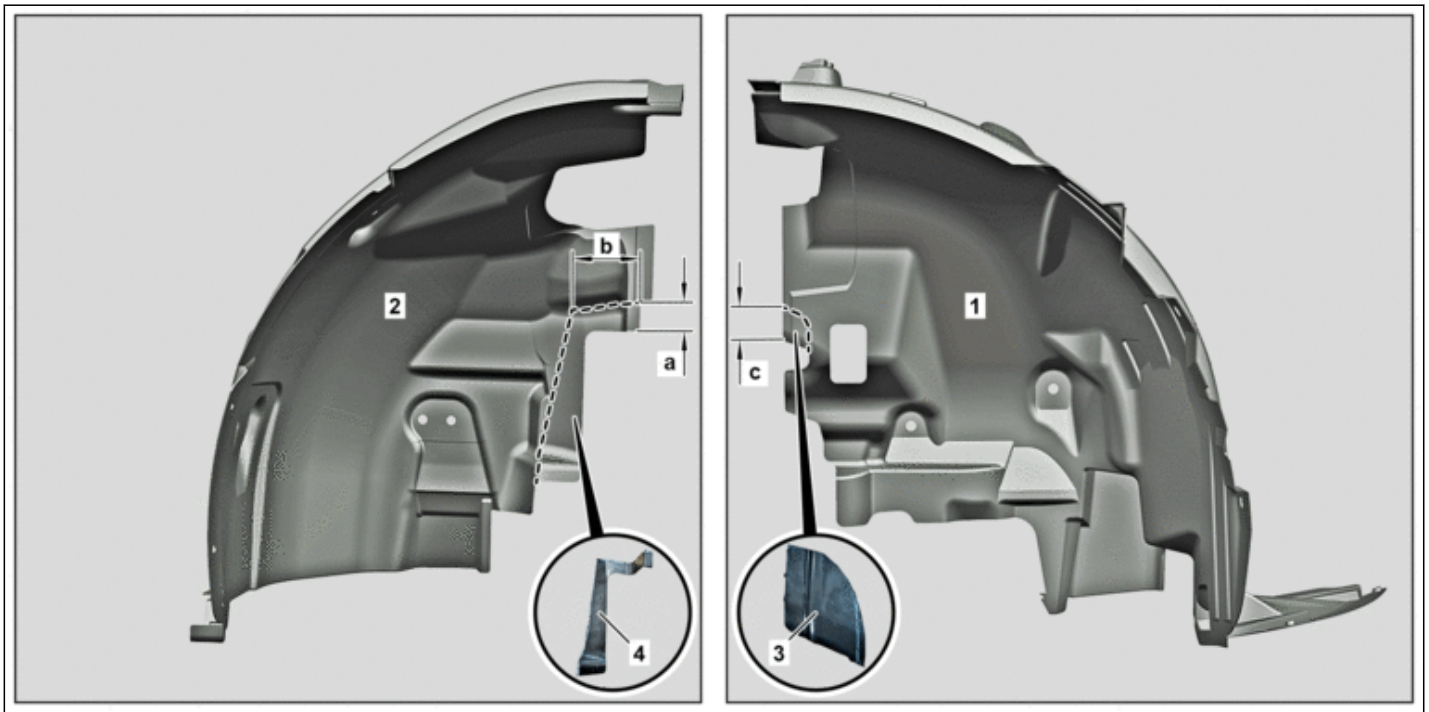
7 Use suitable tool to deburr edges.

For internal use only!

SM88.10-D-0019-03SG	Subsequently modify front fender liner in removed state (code: VS3BRADVER, acc. no.: 42 960 87)		
⚠ Caution	Risk of injury caused by scraping or cutting body parts on sharp vehicle parts	Always wear protective gloves when working on or near sharp and non-deburred vehicle parts. Deburr repair panels.	AS00.00-Z-0017-01A

Model 907

The following operation steps are shown on components on the right side of the vehicle and must be performed in the same way on components on the left side of the vehicle.



For internal use only!

D88.10-A002-79

- 1 Front section of fender liner
- 2 Rear section on fender liner
- a Dimension (21 mm)
- b Dimension (70 mm)
- c Dimension (14 mm)

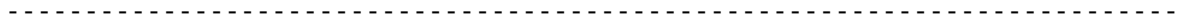
Adapt front section of fender liner (1)

- 1 Mark separation lines on front section of fender liner (1) as shown.
 - i** Observe dimension (C).
- 2 Detach front section of fender liner (1).

i To do so, separate front section of fender liner (1) at separation line using a suitable tool (e.g. carpet blade).

i The remaining piece (3) can be reused as a template.

- 3 Use suitable tool to deburr edges.



Adapt rear section of fender liner (2)

4 Mark separation lines on rear section of fender liner (2) as shown.



Observe dimensions (A, B).



The remaining piece (4) can be reused as a template.

6

Use suitable tool to deburr edges.

5 Detach rear section of fender liner (2).



To do so, separate rear section of fender liner (2) at separation line using a suitable tool (e.g. carpet blade).

For internal use only!