

TO: Mercedes-Benz Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
<b>RE: Launch Recall Campaign Notification</b> <b>Model 907 (Sprinter)</b> <b>Model Years 2020</b> <b>Inspect Brake Hose</b>	DATE: November, 2020

## **IMPORTANT RECALL CAMPAIGN INFORMATION**

Please see the attached documents related to the campaign listed above



<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<h2>Inspect Brake Hose</h2>
<b>2020110016</b>	<b>VS3MONTLAU</b>	
<p>This is to notify you of the upcoming <b>Recall Campaign</b> concerning the inspection of brake hose on approximately <b>403</b> MY20 Mercedes-Benz 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 vans, has determined that certain Mercedes-Benz Sprinter vehicles from the 907 platform (VS30) may have sustained an outer area cut to the brake hoses on the front and rear axles during production. If a brake hose were to be damaged during production, over time and as the material ages, the hose could begin to leak brake fluid, affecting the braking performance of the vehicle, including the potential loss of directional stability when braking, thereby increasing the risk of a crash.</p>	
<b>What We're Doing</b>	<p>MBUSA is conducting a voluntary recall. An authorized Mercedes-Benz Sprinter dealer will check the condition of the brake hoses on the rear and front axle and replace them as needed.</p>	
<b>Parts</b>	<p><b>Parts are available. Please note that the estimated replacement rate for this campaign is 5%. Parts should only be ordered in the event a replacement is required.</b></p>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	Model Year 2020	
<b>Vehicle Model</b>	Sprinter, VS30 / Platform 907	
<b>Vehicle Populations</b>		
<b>Total Recall</b>	403	
<b>Dealer Inventory</b>	<b>118</b>	
<p><b>Given this notice, it is a violation of Federal Law for a dealer to sell or lease any new 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 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 late-November 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 MBUSA/DVUSA fleet representative for further information and next steps. For repairs, please contact your preferred MBUSA/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. 2020110016 November, 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 907 (Sprinter), Model Year 2020**  
**Inspect Brake Hose**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vans, has determined that certain Mercedes-Benz Sprinter vehicles from the 907 platform (VS30) may have sustained an outer area cut to the brake hoses on the front and rear axles during production. If a brake hose were to be damaged during production, over time and as the material ages, the hose could begin to leak brake fluid, affecting the braking performance of the vehicle, including the potential loss of directional stability when braking, thereby increasing the risk of a crash. An authorized Mercedes-Benz Sprinter dealer will check the condition of the brake hoses on the rear and front axle and replace them as needed.

- 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 **403** vehicles are involved.

Order No. V-RC-2020110016

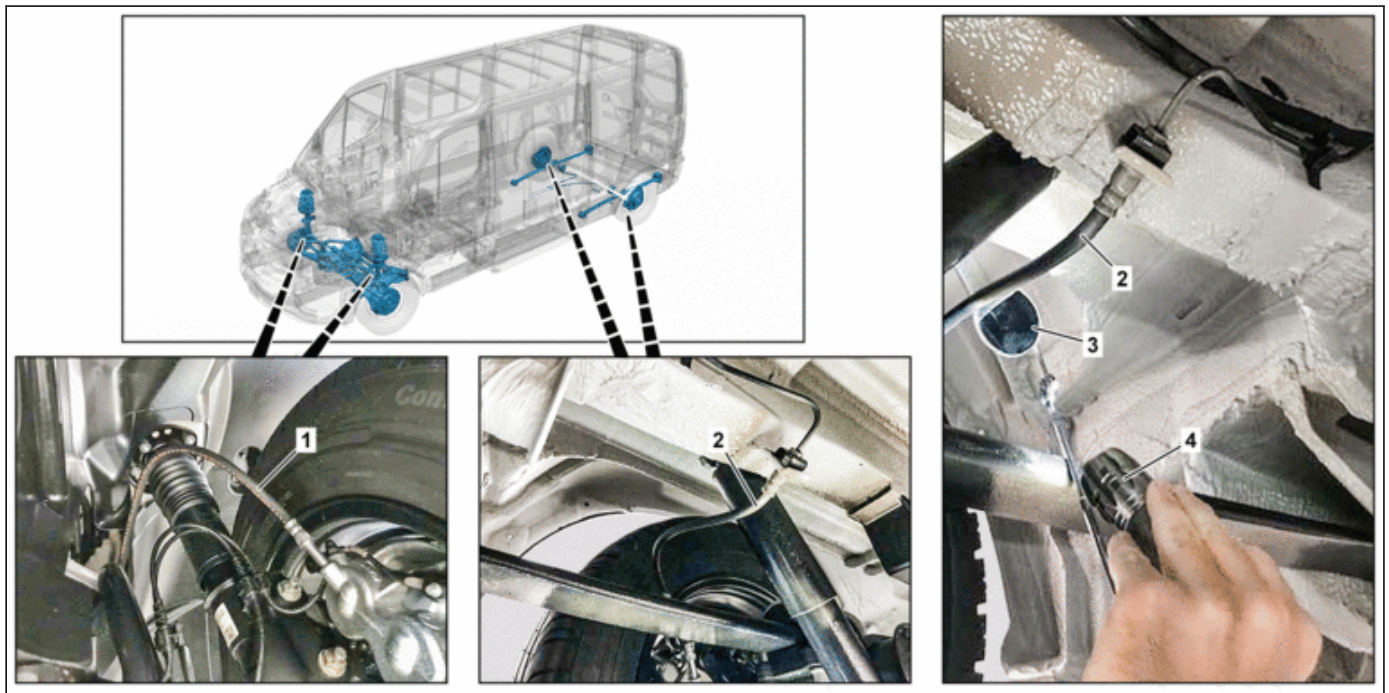
This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

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

Category	Op. no.	Operation text	Time	Acc. no.	Code
L	02 1106	Operations: Check brake hoses at front and rear axle	0.4 hrs	42 960 91	VS3MONTL AU
L	02 1107	Operations: Replace brake hose on front axle (after check)	0.4 hrs	42 960 91	VS3MONTL AU
L	02 1108	Operations: Replace 2 brake hoses on front axle (after check)	0.5 hrs	42 960 91	VS3MONTL AU
L	02 1109	Operations: Replace ..... brake hose on rear axle (after check)	0.4 hrs	42 960 91	VS3MONTL AU
L	02 1110	Operations: Replace 2 brake hoses on rear axle (after check)	0.5 hrs	42 960 91	VS3MONTL AU
L	02 1111	Operations: Bleed hydraulic brake system (brake hoses replaced)	0.4 hrs	42 960 91	VS3MONTL AU

**Important!**

A second person (four-eyes principle) is required to carry out the check of the brake hoses.



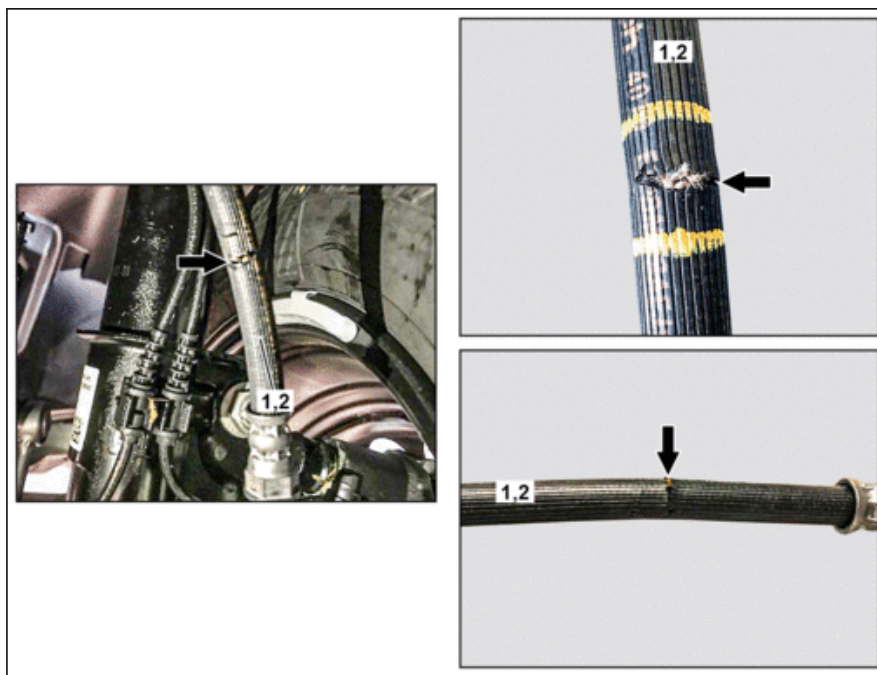
D42.10-A027-79

**Shown on model 907**

- 1 Brake hose (front)
- 2 Brake hose (rear)







- 3 Mirror
- 4 Hand lamp

- 1 Brake hose (front)
- 2 Brake hose (rear)



D42.10-A028-76

<b>Danger</b>	<b>Risk of death</b> 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
<b>Topical note</b>	Notes on repairs to brake system		AH42.00-P-0003-01A
<b>Topical note</b>	Brake fluid notes		AH42.50-P-0001-01A
	<b>Check</b>		
1	Check, whether the vehicle is affected by the measure.	<p>Affected vehicles: Check brake hoses on front and rear axle (Code: VS3MONTLAU, acc. no.: 42 960 91) Model 907.### #P as of 001955 up to 280719</p> <p>Affected vehicles: Check brake hoses on front and rear axle (Code: VS3MONTLAU, acc. no.: 42 960 91) Model 910.### #P as of 001978 up to 280951</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>	<p>SM42.10-D-0044-01AAA</p> <p>SM42.10-D-0044-01AAB</p>

2 Topical note 	Raise vehicle. Special instructions for lifting and supporting vehicle		AH00.60-N-0100-01TS AR00.60-D-1000-04TS
3	Check brake hoses (front) (1) and brake hoses (rear) (2) for damage.	<p> Check all brake hoses (1, 2) all-round for damage, in particular cuts and cracks (arrow), using a mirror (3) and a hand lamp (4).</p> <p> The conducted checks must be carried out a second time by a second person (four-eyes principle).</p> <p>If one or more brake hoses (1, 2) are damaged: ↓ continue with operation step 4.</p> <p>If all brake hoses are OK: ↓ Lower vehicle and end measure.</p>	
	<b>Remove/install</b>		
4  	Replace damaged brake hoses (1, 2). Remove/install brake hose on front axle Remove/install brake hose on rear axle		AR42.10-D-0026TS AR42.10-D-0023TS
5	Lower vehicle.		

#### Parts ordering note

Part no.	Designation	Quantity
A 000 989 08 07 11	Brake fluid (1L)	AS NEEDED
See XENTRY for part number	Front brake hose (If necessary, VIN is required when ordering parts)	AS NEEDED
See XENTRY for part number	Rear brake hose (If necessary, VIN is required when ordering parts)	AS NEEDED