

TO: Mercedes-Benz 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 Operator's Manual	DATE: January, 2021

IMPORTANT CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above



Campaign No. :	Campaign Desc. :	<h1>Operator's Manual</h1>
2021010004	PDGPRIDIBA	
<p>This is to notify you of the upcoming Recall Campaign concerning the Operators Manual on approximately 9 MY19 Mercedes-Benz 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 vans, has determined that certain Sprinter vehicles from platform 907 (VS30) may have been delivered with a version of the printed and digital Operator's Manual that had not been finalized. If the operator relies on a version of the Owner's Manual that had not been finalized, the information about vehicle functions and other safety relevant information may be inaccurate and/or incomplete, which could lead to improper operation of the vehicle and potentially increase the risk of a crash and/or injury to person.</p>	
What We're Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz Sprinter dealer will replace the printed version of the Operator's Manual with the latest series version and update the software of the digital version of the Operator's Manual in the respective control unit.</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 Population	9	
Dealer Inventory	0	
<p>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.</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 Sprinter vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	An <u>interim</u> owner notification letter will be mailed End of January, 2021	
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 MBUSA fleet representative for further information and next steps. For repairs, please contact your preferred MBUSA dealer.	
<p>While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction.</p>		

