

TO: Freightliner Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
<b>Re: Recall Campaign Launch Notification Model 907 (Sprinter) Model Years 2021 Replace Tire and Loading Information Label</b>	DATE: March, 2022



## **IMPORTANT RECALL CAMPAIGN INFORMATION**

Please see the attached documents related to the campaign listed above

<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	Replace Tire and Loading Information Label
<b>2022030008</b>	<b>VS3RE58HIN</b>	
<p>This is to notify you of a <b>Recall Campaign Launch</b> to replace tire and loading information label on approximately <b>254</b> MY21 Freightliner 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 <b>"OPEN"</b> in VMI and cannot be sold until remedied.</p>		
<b>Background</b>		
<b>Issue</b>	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Freightliner Sprinter vans, has determined that on certain 907 (VS30) platform Sprinter vehicles, the tire and loading information label on the B-pillar could contain erroneous values that overstate the Gross Vehicle Weight Rating. Due to erroneous values for the maximum permissible combined vehicle weight on the tire and loading information label on the B-pillar, overloading of the vehicle could exceed the permissible total weight. As a consequence, over time, this could cause excessive tire wear and in a worst case scenario, could lead to tire failure, which could increase the risk of a crash.</p>	
<b>What We're Doing</b>	<p>DVUSA is conducting a voluntary recall. An authorized Freightliner Sprinter dealer will check the tire and loading information label and replace it with a corrected label. Additionally, a visual inspection of the tires for excessive wear will be conducted. If necessary, tires with excess wear will be replaced on the affected axles.</p>	
<b>Parts</b>	<p><b>Parts are available</b></p>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	Model Year 2021	
<b>Vehicle Model</b>	Sprinter VS30, Platform 907	
<b>Vehicle Populations</b>		
<b>Total Recall</b>	<b>254</b>	
<b>Dealer Inventory</b>	<b>1</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 end of March, 2022.	
<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 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>		

Campaign No. 2022030008 March, 2022

TO: ALL MERCEDES-BENZ & FREIGHTLINER CENTERS

SUBJECT: **Model 907 Sprinter, Model Year 2021**  
**Replace Tire and Loading Information Label**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz & Freightliner Sprinter vans, has determined that on certain 907 (VS30) platform Sprinter vehicles, the tire and loading information label on the B-pillar could contain erroneous values that overstate the Gross Vehicle Weight Rating. Due to erroneous values for the maximum permissible combined vehicle weight on the tire and loading information label on the B-pillar, overloading of the vehicle could exceed the permissible total weight. As a consequence, over time, this could cause excessive tire wear and in a worst case scenario, could lead to tire failure, which could increase the risk of a crash. MBUSA/DVUSA is conducting a voluntary recall. An authorized Mercedes-Benz/Freightliner Sprinter dealer will check the tire and loading information label and replace it with a corrected label. Additionally, a visual inspection of the tires for excessive wear will be conducted. If necessary, tires with excess wear will be replaced on the affected axles.

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 **2,564** vehicles are involved.

Order No. V-RC-2022030008

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.

**Model 907**  
**with code ZU7 (National version for Canada)**

**Model 907**  
**with code ZU8 (National version for USA)**

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

<b>Category</b>	<b>Op. no.</b>	<b>Operation text</b>	<b>Time</b>	<b>Damage Code</b>	<b>Code</b>
L	02 0895	Operations: Replace tire pressure table information label and check tire wear	0.3 hrs	58 917 15	VS3RE58HI N
L	02 0896	Operations: Replace 2 tires (after check)	1.0 hr	58 917 15	VS3RE58HI N
L	02 1586	Operations: Extra work for removing/installing 2 wheel and tire assemblies during installation with wheel lift dolly	0.2 hrs	58 917 15	VS3RE58HI N

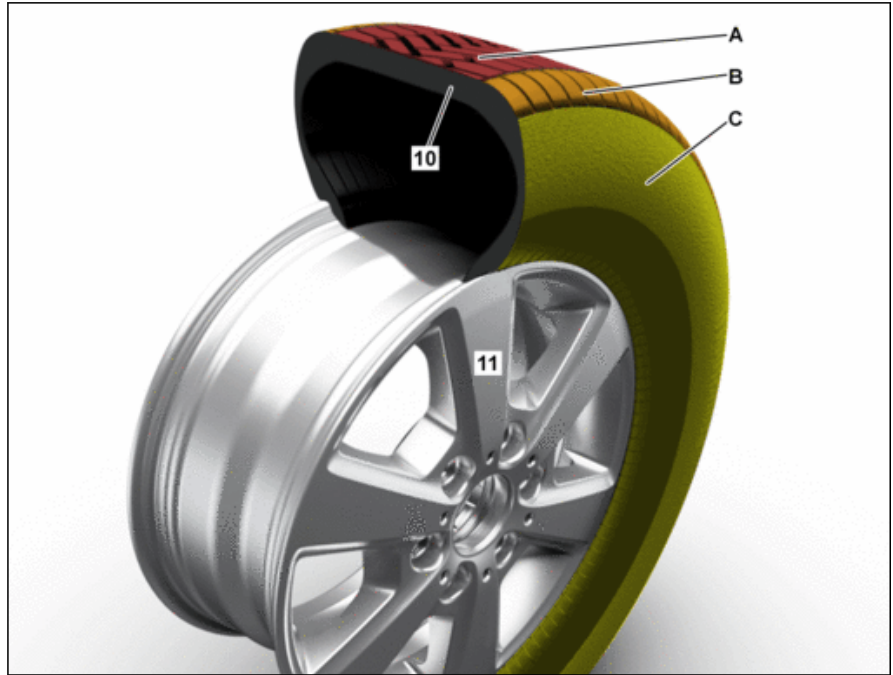
1 Tire pressure table information label



D40.10-1127-02








**Schematic diagram of tire structure**

- 10 Tires
- A Tread
- B Tire shoulder
- C Tire sidewall
- 11 Light alloy wheel



D40.10-A008-76

<p><b>⚠ Danger</b></p>	<p><b>Risk of death</b> caused by vehicle slipping or toppling off of the lifting platform.</p>	<p>Align vehicle between vehicle lift columns and position the four support plates at the vehicle lift support points specified by the vehicle manufacturer.</p>	<p>AS00.00-Z-0010-01A</p>
<p><b>◀</b></p>	<p><b>Check</b></p>		
<p>1</p>	<p>Check if vehicle is affected by measure.</p>		

	<b>Replace</b>		
2  WS	Replace tire pressure table information label (1). 000 588 00 84 00 Heat gun	<p> <b>Installation:</b> Bonding surface must be absolutely free of dust and grease. Otherwise, a sufficient degree of adhesion cannot be assured.</p> <p> <b>Removal:</b> Do not heat the B-pillar under the tire pressure table information label (1) too much. Otherwise the paint will be damaged.</p> <p> <b>Removal:</b> To do so, remove the old tire pressure table information label (1) with a suitable tool and remove adhesive residue with a suitable cleaning agent.</p>	WS54.00-P-0049B
3	Attach protective foil at tire pressure table information label (1).		
	<b>Check</b>		
4 <b>Notice</b>  AR	Raise vehicle. Special instructions for lifting and supporting vehicle		AH00.60-D-0100-01KTS AR00.60-D-1000-04TS
5	Check wear at tire shoulders (B).	<p> If the air pressure of the tires (10) is incorrectly adjusted, the wear at the tire shoulders (B) may be significantly increased in particular.</p> <p>If tire shoulders (B) do not exhibit any increased wear, ↓ Continue with operation step 7 and end measure.</p> <p>If tire shoulders (B) exhibit increased wear, ↓ continue with operation step 5.</p>	

	<b>Replace</b>		
6 AR	Replace tires (10) of affected axle.	<p><b>i</b> Always replace tires (10) on an axle-by-axle basis.</p> <p><b>i</b> Tire specifications for the order can be found in the previously installed tires (10).</p>	AR40.10-D-1030TS
7	Lower vehicle.		

**Parts ordering note**

Part no.	Designation	Quantity
A 906 584 66 38	Tire pressure table information label. <b>*PRINTED &amp; SHIPPED FROM GERMANY*</b>	1
A 901 584 00 55	Protective foil	1
	Tires (local procurement)	<b>If Needed</b>