

TO: Freightliner 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 2019-2021 Update Instrument Cluster Software	DATE: April, 2023



IMPORTANT RECALL CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above



Campaign No. :	Campaign Desc. :	Update Instrument Cluster Software
2023030013	PDGKOMBAUS	
<p>This is to notify you of an Initial Recall Campaign to update instrument cluster software on approximately 414 MY19-21 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 "PENDING" in VMI and cannot be sold until repaired.</p>		
Background		
Issue	<p>Mercedes-Benz AG (MBAG), the manufacturer of Freightliner Sprinter vans, has determined that on certain Sprinter (907 platform) vehicles, the instrument cluster might remain non-functional upon vehicle start up. In the rare circumstance the malfunction occurs, information such as the speedometer, the fuel gauge, indicator lamps and warning messages, as well as acoustic warnings would not be available. The issue would occur upon vehicle start up, and continue during its operations and subsequent ignition cycles. Should the vehicle be driven with the instrument cluster malfunction present, the risk of a crash cannot be ruled out.</p>	
What We're Doing	<p>DVUSA is conducting a voluntary recall. An authorized Freightliner Sprinter dealer will update the instrument cluster software on the affected vehicles.</p>	
Remedy	The Software is not yet available	
Vehicles Affected		
Vehicle Model Year(s)	Model Year 2019-2021	
Vehicle Model	Sprinter VS30, Platform 907	
Vehicle Populations		
Total Recall	414	
<p>Given this notice, it is a violation of Federal Law for a dealer to sell or lease any new 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 vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	An owner notification letter to be mailed in End of April, 2023	
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>		

