

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Senior Manager, Regulations and Certifications
Re: Launch Recall Campaign Notification Model: Sprinter (907) Model Years: 2021-2023 Check Top Coat Paint Adhesion NHTSA ID: 23V806	DATE: October, 2024



Mercedes-Benz

IMPORTANT RECALL CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above.



Campaign No. :	Campaign Desc. :	Check Top Coat Paint Adhesion
2024010004	VS3LACKHA	
This is to notify you of a Recall Campaign launch to check the Top Coat Paint Adhesion on approximately 126 MY 2021-2023 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 " OPEN " in VMI and cannot be sold.		
Background		
Issue	Mercedes-Benz AG, the manufacturer of Sprinter vehicles, has determined that on certain Mercedes-Benz Sprinter (907 platform) vehicles, the chemical composition of the topcoat paint might not meet specifications. In such a case, adhesion of the fixed windows to the vehicle body might become impaired. As a result, a loosening or detachment of the windows cannot be ruled out over the vehicle's life time which could increase the risk of injury in the event of a crash. In addition, loosening of secured objects cannot be ruled out for vehicles with interior lashing rails, which could increase the risk of injury for vehicle occupants.	
What We're Doing	MBUSA will conduct a voluntary recall. As a precautionary measure, an authorized Mercedes-Benz Sprinter dealer will check the adhesion of the topcoat paint on the affected vehicles. Depending on the result of that check, the window area of the affected vehicles will be stripped, and repainted, and the windows will be reinstalled. If the check determines that a repair is not feasible, the dealer will need to contact the CAC for further assistance.	
Remedy	Remedy is available	
Vehicles Affected		
Vehicle Model Year(s)	2021-2023	
Vehicle Model	Sprinter	
Vehicle Populations		
Population	126	
Dealer Inventory	0	
Given this notice, it is <u>a violation of Federal law</u> for a dealer to sell or lease any <u>new</u> vehicles in dealer inventory covered by this notification until the vehicle has been repaired.		
Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.		
Additionally, given this notice, it is <u>a violation of Federal Law</u> for rental companies to rent vehicles covered by this notification until the vehicle has been repaired.		
Next Steps/Notes		
Customer Notification Timeline	An owner notification letter to be mailed in November, 2024.	
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.	
While we regret any inconvenience this may cause, we are determined to maintain a high level of vehicle quality and customer satisfaction.		



Topcoat Adhesion FAQs

Q: What is the concern?

A: On certain Mercedes-Benz Sprinter vehicles, the formula in the topcoat paint may have caused the fixed windows and interior lashing rails to be insufficiently bonded to the vehicle. As a result, it's possible that an insufficiently bonded window could detach from the vehicle during a crash, and objects that are secured to an insufficiently bonded interior lashing rail could also detach, which could increase the risk of injury.

Q: What will your Mercedes-Benz dealer do?

A: An authorized Mercedes-Benz Sprinter dealer will check the adhesion of the paintwork by using a cutter knife and tape. If the adhesion test passes on your vehicle, the contact surfaces of all windows will be ground down to bare metal, those areas will be reprimed and repainted, and the windows will be reinstalled. If the adhesion is faulty, MBUSA will contact you regarding next steps.

Q: The paint test requires the paint to be cut and will expose bare metal. How will you ensure that my vehicle will not rust in that area?

A: As part of the instructions, that area will be repainted and sealed to original specifications. There will then be no bare metal exposure.

Q: Who will perform the paint repair?

A: Paint repair must be done at a Mercedes-Benz Vans Certified Collision Center.

Q: What will happen if the topcoat is determined to be faulty?

A: The dealer will provide those results to MBUSA, and you will be contacted by MBUSA regarding next steps.

Q: I was told that my vehicle will need to be repurchased. Will MBUSA provide me with an equivalent replacement?

A: MBUSA will work with each customer individually and every effort will be made to accommodate customer requests where possible.

Q: I was told that my vehicle will need to be repurchased. What if I don't want to surrender my vehicle?

A: All recalls are completely voluntary. However, because this is a safety-related recall, the dealer will ask you to sign a waiver documenting your refusal to have the vehicle repurchased.

Q: How long will repairs take?

A: The repairs will take up to 12 hours

Q: Will we be providing another Sprinter or rental Van as loaner?

A: A Loaner or rental would be on an as available basis and is based on dealer capability.

Q: Will we be reimbursing vehicle rental?

A: No

Q: Will customers be compensated for vehicle down time?

A: No

Q: What if anything will dealership/customer need to do if customer declines to have recall completed?

A: Recalls are totally voluntary. If the customer declines to have the recall completed, this will be noted on the repair order. Because recalls never expire, the recall will remain open on the vehicle until it can be remedied.

Vehicle downtime is number one issue with vans used for business.

Q: Will vehicle need to be painted a different color?

A: No. The vehicle will not be painted a different color.

Q: Will repair match rest of vehicle?

A: Any repair will match the vehicle color

Q: Will all the glass be replaced?

A: No. As a precautionary measure, all window mounting surfaces will be ground down to bare metal, and those surfaces will be repainted. The existing glass will be re-installed in all cases if possible.

Q: What if my glass is already broken or cracked when I bring it in for this repair?

A: The owner will be responsible for the replacement of broken or cracked glass brought into the workshop.

Q: Will OEM glass be used for replacement if required?

A: Yes

Q: What if customer has an issue after repair has been completed?

A: Per any other warranty related work, the customer should reach out to the dealer that performed the work. If the issue is not resolved, please reach out to the CAC for assistance.

Q: Will dealership be able to complete recall if vehicle is upfitted?

A: Yes, but if the windows in the upfit van are not the OEM installed windows, dealers will only be able to replace with OEM windows.

Q: Will dealership remove/replace upfitted components free of charge?

A: If the upfit was done by an MBUSA authorized Expert Upfitter, yes. If not, removal and reassembly may be at customer's expense.

Q: What will keep dealership from being able to complete repair?

A: The only things that would prevent the dealership from making the repair are 1) parts availability, 2) customer decides they don't want the repair.

Q: If adhesion test fails how will customer be notified of next steps?

A: Dealer will notify the customer, and provide those results to MBUSA, and you will be contacted by MBUSA regarding next steps.

Q: What will be the next steps if adhesion test fails?

A: Because a failed adhesion test cannot be remedied, MBUSA will contact you regarding your available options.

Q: Will customer be able to visit a MB Van or FTL Van dealership for recall regardless of van brand?

A: No. MB branded VANS and FTL branded VANS must go to their brand associated dealership.

Q: Can we have clarification on vehicles with SA code V42 or code VC4?

A: V42 = interior tie down rails along the belt line of the vehicle.

A: VC4 = interior tie down rails along the roof frame.

Q: Will customer be compensated for cost of option?

A: Vehicles with this option will have to be repurchased. MBUSA will work with customer individually and every effort will be made to accommodate customer requests where possible.

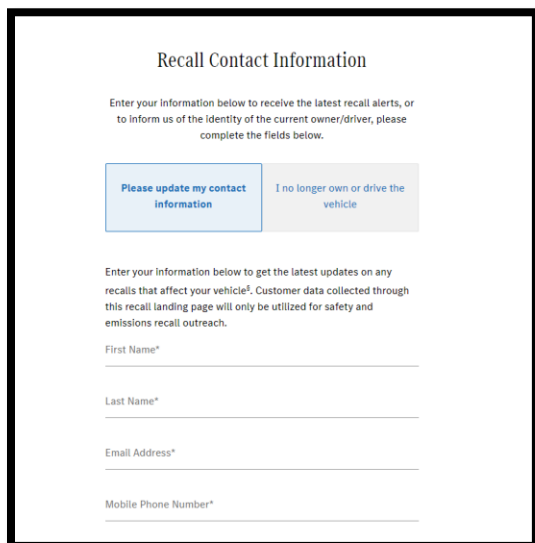
Q: What if customer does not want vehicle without this option?

A: MBUSA will work with customer individually and every effort will be made to accommodate customer requests where possible.

Q: Will we offer an upfitter option for these options?

A: MBUSA will work with customer individually and every effort will be made to accommodate customer requests where possible.

Notes for customer letter: The change/update of ownership information should include recommendation to use recall page and include a link.

A screenshot of a web form titled "Recall Contact Information". The form is enclosed in a black border. At the top, the title "Recall Contact Information" is centered. Below it, a paragraph of text reads: "Enter your information below to receive the latest recall alerts, or to inform us of the identity of the current owner/driver, please complete the fields below." There are two buttons: a blue button on the left that says "Please update my contact information" and a grey button on the right that says "I no longer own or drive the vehicle". Below the buttons, another paragraph of text reads: "Enter your information below to get the latest updates on any recalls that affect your vehicle¹. Customer data collected through this recall landing page will only be utilized for safety and emissions recall outreach." Below this text are four input fields, each with a label and an asterisk: "First Name*", "Last Name*", "Email Address*", and "Mobile Phone Number*". Each field has a horizontal line for text entry.

Recall Contact Information

Enter your information below to receive the latest recall alerts, or to inform us of the identity of the current owner/driver, please complete the fields below.

Please update my contact information I no longer own or drive the vehicle

Enter your information below to get the latest updates on any recalls that affect your vehicle¹. Customer data collected through this recall landing page will only be utilized for safety and emissions recall outreach.

First Name*

Last Name*

Email Address*

Mobile Phone Number*

Model 907

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

Category	Op. no.	Operation text	Time	Codeword	Damage Code
L	12 1872	Operations: Check paintwork on body	0.3 h	VS3LACKH A	98 940 01
L	12 1880	Operations: Remove/install windshield (after check)	2.6 h	VS3LACKH A	98 940 01
L	12 1890	Operations: Extra work for removing/installing windshield on vehicle with windshield heater	0.4 h	VS3LACKH A	98 940 01
L	12 1891	Operations: Extra work for removing/installing windshield on vehicle with multifunction camera	0.5 h	VS3LACKH A	98 940 01
L	12 1877	Operations: Modify and paint contact surface of windshield (windshield removed)	2.5 h	VS3LACKH A	98 940 01
L	12 1881	Operations: Remove/install side window in (after check)	1.3 h	VS3LACKH A	98 940 01
L	12 1893	Operations: Process and paint contact surface of front side window in (side window removed)	0.9 h	VS3LACKH A	98 940 01
L	12 1878	Operations: Process & paint contact surface of rear side window (side window removed)	0.9 / 1.1 h	VS3LACKH A	98 940 01
L	12 1882	Operations: Remove/install rear window (after check)	1.2 h	VS3LACKH A	98 940 01
L	12 1887	Operations: Extra work for removing/installing rear window on vehicle with rear window wiper	0.2 h	VS3LACKH A	98 940 01
L	12 1888	Operations: Extra work for removing/installing rear window on vehicle with heated rear window	0.1 h	VS3LACKH A	98 940 01
L	12 1879	Operations: Process and paint contact surface of rear window (rear window removed)	0.8 h	VS3LACKH A	98 940 01

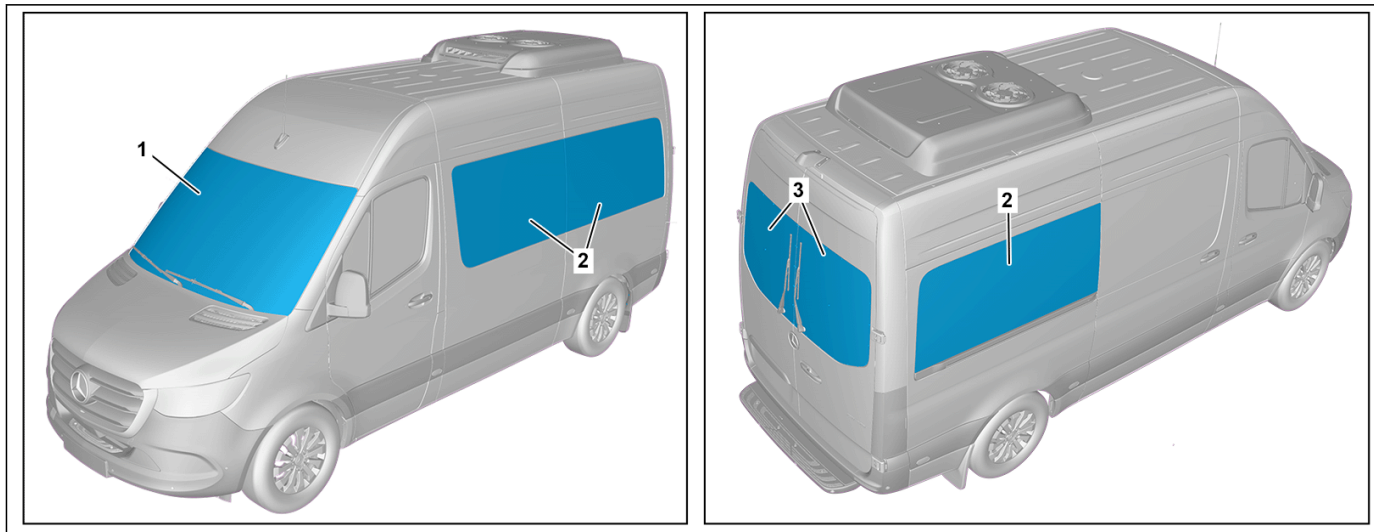
Important!

Adhesion problems of the paint may occur on affected vehicles. The paintwork structure is checked below.

On vehicles whose paintwork structure is judged to be "OK" after checking, the contact surfaces of the windshield system must be ground completely down to bare metal and repainted.

If the paintwork is faulty, representative pictures of the test must be created and filed in a tamperproof manner with the repair order.

Vehicles that have a faulty paintwork structure or the SA code V42 (Side wall tie-down rails on belt rail) or code VC4 (Side wall tie-down rails on roof frame) must be repurchased. Please contact the responsible VAOM.



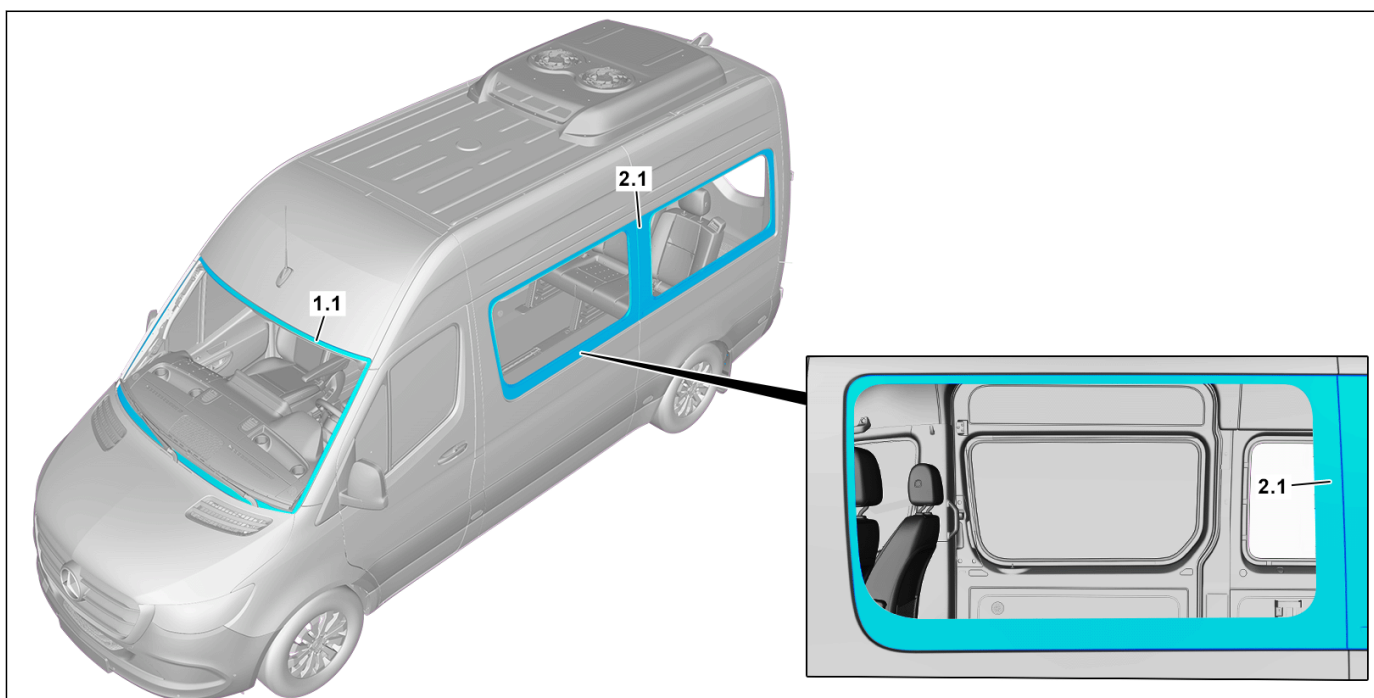
D98.00-A102-78

Shown on model 907.7 with code IR4 (Wheelbase 3665 mm) and code W78 (Windows in tailgate or rear-end door with wiper and washer system)

1 Windshield

2 Side window(s)

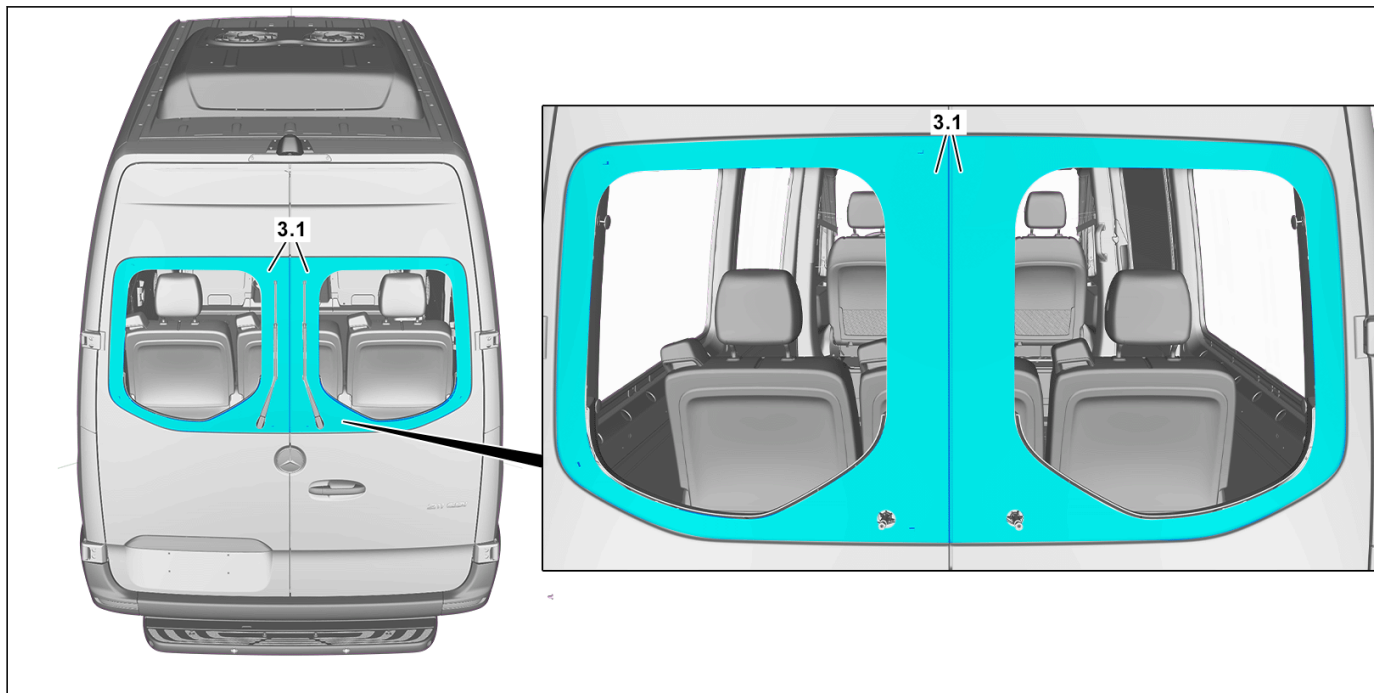
3 Rear windows



D98.00-A104-79

1.1 Windshield contact surface





2.1 Side window contact surface

















D98.00-A105-79

Shown on model 907.7 with code W78 (Windows in tailgate or rear-end door with wiper and washer system)

3.1 Rear window contact surface

 Danger	Risk of explosion caused by paint vapors igniting. Risk of poisoning caused by inhaling paint vapors.	No smoking! No open fire! Use respiratory protection, protective clothing, gloves, safety glasses and protective skin cream. Ensure that the area is well ventilated.	AS98.00-Z-0002-01A
Notice	Notes on paintwork repairs		AH98.00-P-9408-02A
	General information on operation items and work procedures for painting		AH98.00-P-0003-01A
	Check		
1	Check whether vehicle is affected by measure.		
	Remove		
2	Remove protective strip from B-pillar.		
 AR			AR88.80-D-1040TS

	Check		
3	Check paint adhesion.	<p>If adhesion is not OK,</p> <p>↓</p> <p>contact your VAOM to create a CAC case and end measure.</p> <p>If adhesion is OK,</p> <p>↓</p> <p>continue with operation step 4.</p>	Page 7
	Remove		
4	Remove windshield (1).	<p>Model 907</p> <p>except code F49 (Heated windscreen)</p> <p>Model 907</p> <p>with code F49 (Heated windscreen)</p>	<p>AR67.10-D-1700TS</p> <p>AR67.10-D-1700TSB</p>
5	Remove side window (2).	Model 907.6/7	AR67.30-D-2400TS
6	Remove rear windows (3).	<p>Model 907.6/7 with code H22 (Heated rear window) and with code W61 (Windows in tailgate / rear-end doors) or code W78 (Windows in tailgate or rear-end door with wiper and washer system)</p> <p>Model 907.6/7 except code H22 (Heated rear window) and with code W61 (Windows in tailgate / rear-end doors) or code W78 (Windows in tailgate or rear-end door with wiper and washer system)</p>	<p>AR67.20-D-5145TS</p> <p>AR67.20-D-5145TSB</p>
	Repair painting on body		
7	Mask off repair areas.	<p></p> <p>See guidelines for paint technology in the workshop portal.</p>	
8	Grind respective contact surfaces (1.1, 2.1, 3.1) down to bare metal.		
	Clean		
9	Clean contact surfaces (1.1, 2.1, 3.1).	Cleaner	BR00.45-Z-1025-04A

10	Prime contact surfaces (1.1, 2.1, 3.1) in repair areas using primer filler.	 Repair area must be free of dust and grease. Otherwise adhesion problems may occur.  Use only primer fillers approved by manufacturer. See guidelines for paint technology in the workshop portal.	
11	Paint contact surfaces (1.1, 2.1, 3.1) in repair area.	 Repair area must be free of dust and grease. Otherwise adhesion problems may occur.  Only use paints approved by the manufacturer. See guidelines for paint technology in the workshop portal.	
12	Rectify paint damage on B-pillar.	 For this, use SmallRepair. Before painting, take representative pictures of the affected area and file in a tamperproof manner with the repair order.  Only use paints approved by the manufacturer. See guidelines for paint technology in the workshop portal.	
	Install		
13  AR  AR	Install rear windows (3).	Model 907.6/7 with code H22 (Heated rear window) with code W61 (Windows in tailgate / rear-end doors) or code W78 (Windows in tailgate or rear-end door with wiper and washer system) Model 907.6/7 except code H22 (Heated rear window) and with code W61 (Windows in tailgate / rear-end doors) or code W78 (Windows in tailgate or rear-end door with wiper and washer system)	AR67.20-D-5145TS AR67.20-D-5145TSB
14  AR	Install side window (2).	Model 907.6/7	AR67.30-D-2400TS

15 AR	Install windshield (1).	Model 907 except code F49 (Heated windscreen)	AR67.10-D-1700TS
		Model 907 with code F49 (Heated windscreen)	AR67.10-D-1700TSB
16 AR	Install protective strip on B-pillar.		AR88.80-D-1040TS

Repair materials

Number	Designation	Order number
BR00.45-Z-1025-04A	Cleaner	A 005 989 19 71

Parts ordering note

Part no.	Designation	Quantity
A 000 989 49 05 11	Window repair kit	n. B.
A 203 671 01 97	Windshield intermediate position	6
KG67	Rain and light sensor (see XENTRY Parts Information)	1
A 163 742 00 97	Left/right tailgate intermediate position	n. B.
	Paint (see XENTRY Portal After-Sales Paint Services)	n. B.
	Additional replacement part scopes, small parts and consumable materials required for carrying out this service measure must be replaced in accordance with the information in the repair documents referenced in this document. These must be determined according to the vehicle identification number (FIN) via the "XENTRY Parts Information" system and, whilst not listed in the parts ordering note, they are included in the costing.	n. B.

A 001 989 17 85

TESA 4657 Duct Tape

1

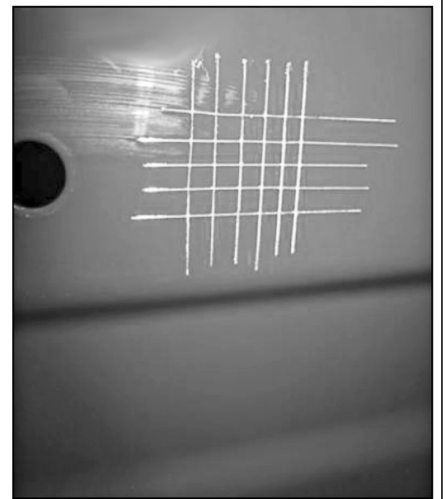
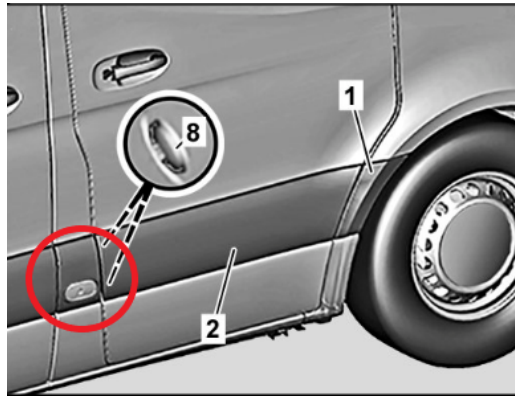
1 Clean and degrease the surface to be checked behind the moulding strip on the B-pillar.

2 Use a cutter knife and a ruler to make 6 vertical cuts and 6 horizontal cuts in the paint coating (cross cut).

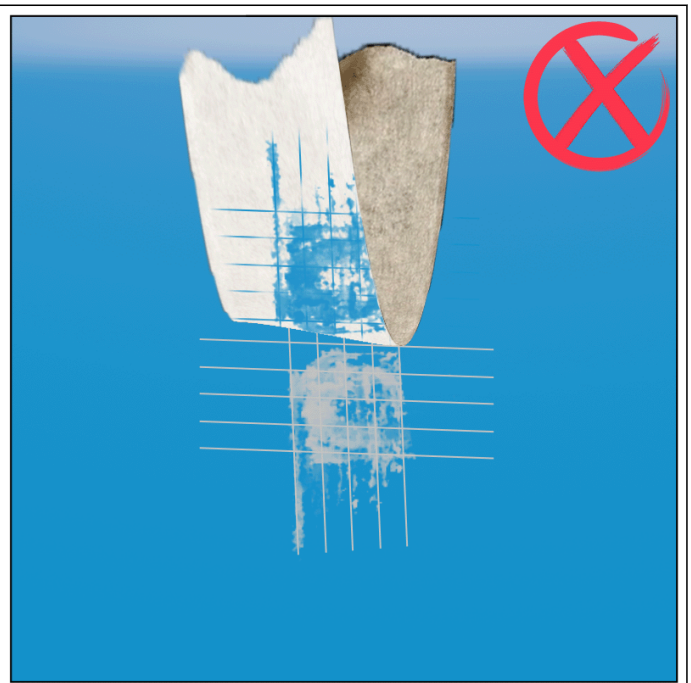
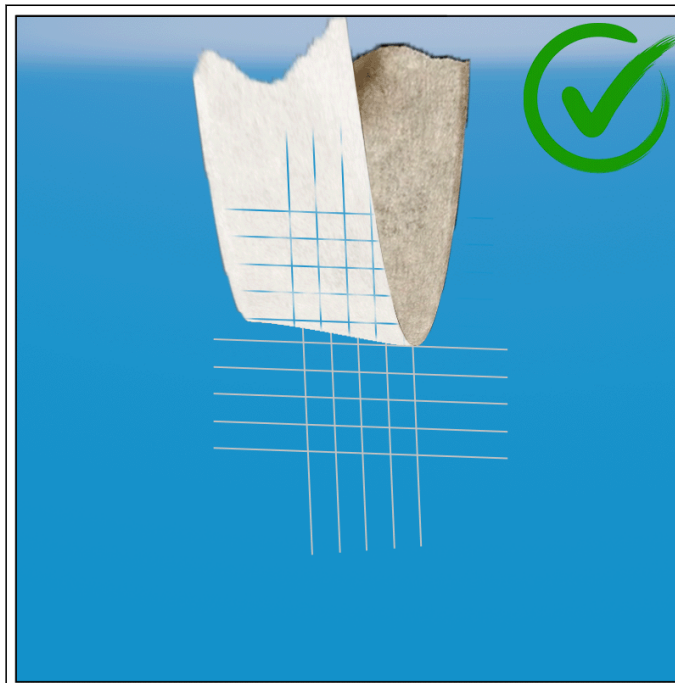


Gap between the cuts approx. 3 mm.

3 Clean surface.



D98.00-0003-05



D98.00-A103-79

4 Stick on duct tape properly on the cross cut.

***must use TESA 4657 A0019891785**

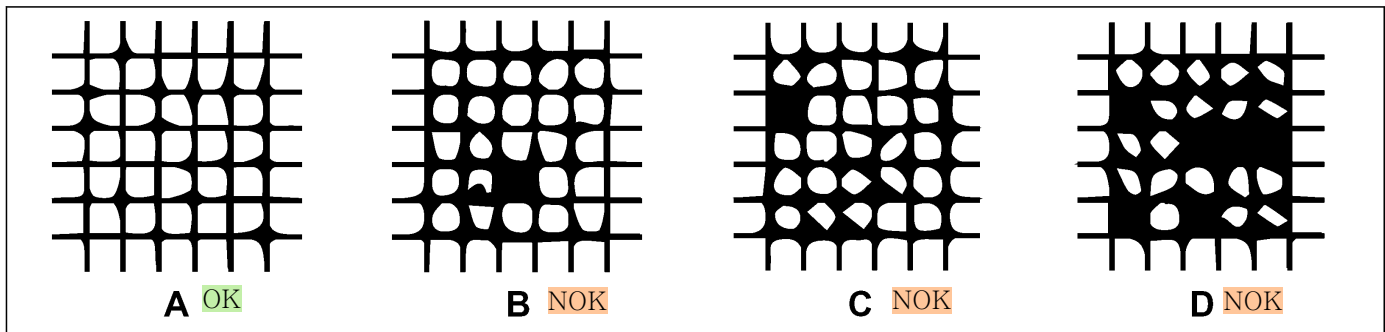


The adhesive force of the fabric tape must be between 6 N / 25 mm and 10 N / 25 mm (IEC 60454-2), width of fabric tape min. 50 mm.

Otherwise the result of the evaluation will not be correct.

5

Pull out adhesive tape at an angle of approx. 60° **in one go**.



D98.00-0002-07

Evaluation matrix

Cross cut parameter	Description	Illustration
0	The cut edges are completely smooth and none of the squares of the cut show signs of chipping.	-
1	Minor chipping of the coating at the points of intersection of the grid lines. Chipped-off area not more than 5% of the cross cut surface.	Fig. A
2	Coating is chipped off along the cut edges or at the points of intersection of the grid lines. Chipped-off area more than 5% but not more than 15% of the cross cut surface.	Fig. B
3	Coating is chipped off in wide strips along the cut edges partially or completely or some squares are partially or completely chipped off. Chipped-off area more than 15% but not more than 35% of the cross cut surface.	Figure C
4	Coating is chipped off in wide strips along the cut edges or some squares are partially or completely chipped off. Chipped-off area more than 35% but not more than 65% of the cross cut surface.	Figure D
5	Every case of chipping which cannot be categorized as cross cut parameter 4 any more.	-

6 Evaluate paint residue on adhesive tape. If the evaluation is in the "cross-cut test characteristic value" 2, 3, 4 or 5, **Contact your VAOM to have a CAC case created.**

