

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Senior Manager, Regulations and Certifications
Re: Initial Recall Campaign Notification Model Sprinter Model Year 2023 Check Front Strut Bolt Connection	DATE: January, 2024



Mercedes-Benz

IMPORTANT RECALL CAMPAIGN INFORMATION

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



Campaign No. :	Campaign Desc. :	Check Front Strut Bolt Connection
2024010001	PDGFEDDOR	
<p>This is to notify you of a Recall Campaign concerning the Front Strut Bolt Connection on approximately 33 MY 2023 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.</p>		
Background		
Issue	<p>Mercedes-Benz AG, the manufacturer of Sprinter vans, has determined that on certain Model Year ("MY") Sprinter (907 platform) vehicles, the body contact surface at the front left suspension strut bolt connection might not meet current specifications. In this case, the front suspension strut bolt connection might loosen due to vibrations while driving, which might hinder the suspension strut guiding function. As a result, steering impairment cannot be ruled out, which could increase the risk of a crash.</p>	
What We're Doing	<p>MBUSA is conducting a voluntary recall. An authorized Mercedes-Benz Sprinter dealer, will check the respective body contact surface on the affected vehicles and rework it, if necessary.</p>	
Parts	<p>Parts are not yet available</p>	
Vehicles Affected		
Vehicle Model Year(s)	2023	
Vehicle Model	Sprinter	
Vehicle Populations		
Population	33	
Dealer Inventory	3	
<p>Given this notice, it is a violation of Federal law 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.</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 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 February, 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.	
<p>While we regret any inconvenience this may cause, we are determined to maintain a high level of vehicle quality and customer satisfaction.</p>		

