

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 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.



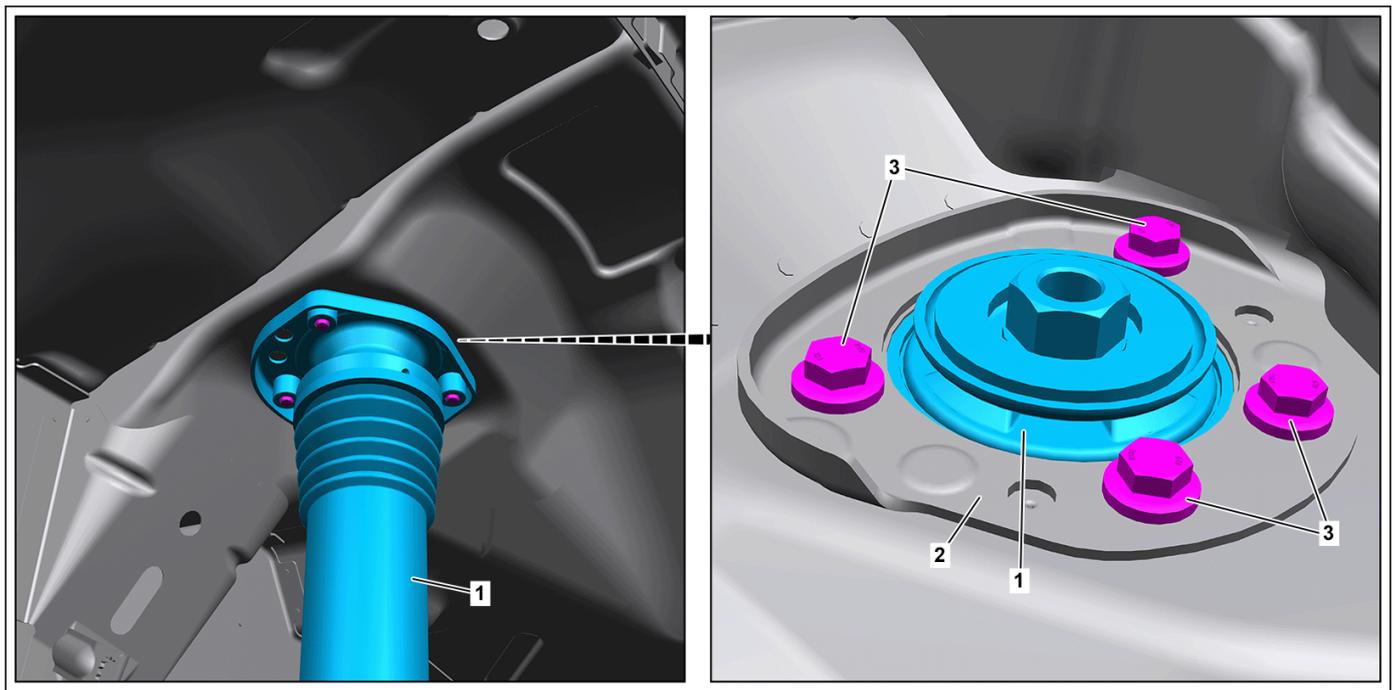
Campaign No. :	Campaign Desc. :	Check Front Strut Bolt Connection
2024010005	VS3FEDDOR	
<p>This is to notify you of a Recall Campaign Launch to check the Front Strut Bolt Connection on approximately 33 MY 2023 Mercedes-Benz Sprinter Vans. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. All affected VINs will be flagged as "OPEN" in VMI and cannot be sold.</p>		
Background		
Issue	<p>Mercedes-Benz AG, the manufacturer of Mercedes-Benz Sprinter Vans, has determined that on certain Model Year ("MY") 2023 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 will conduct 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 available and can be ordered as necessary.</p>	
Vehicles Affected		
Vehicle Model Year(s)	2023	
Vehicle Model	Sprinter	
Vehicle Populations		
Population	33	
Dealer Inventory	0	
<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 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 January, 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>		



Model 907
with code ZU8 (National version for USA)

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

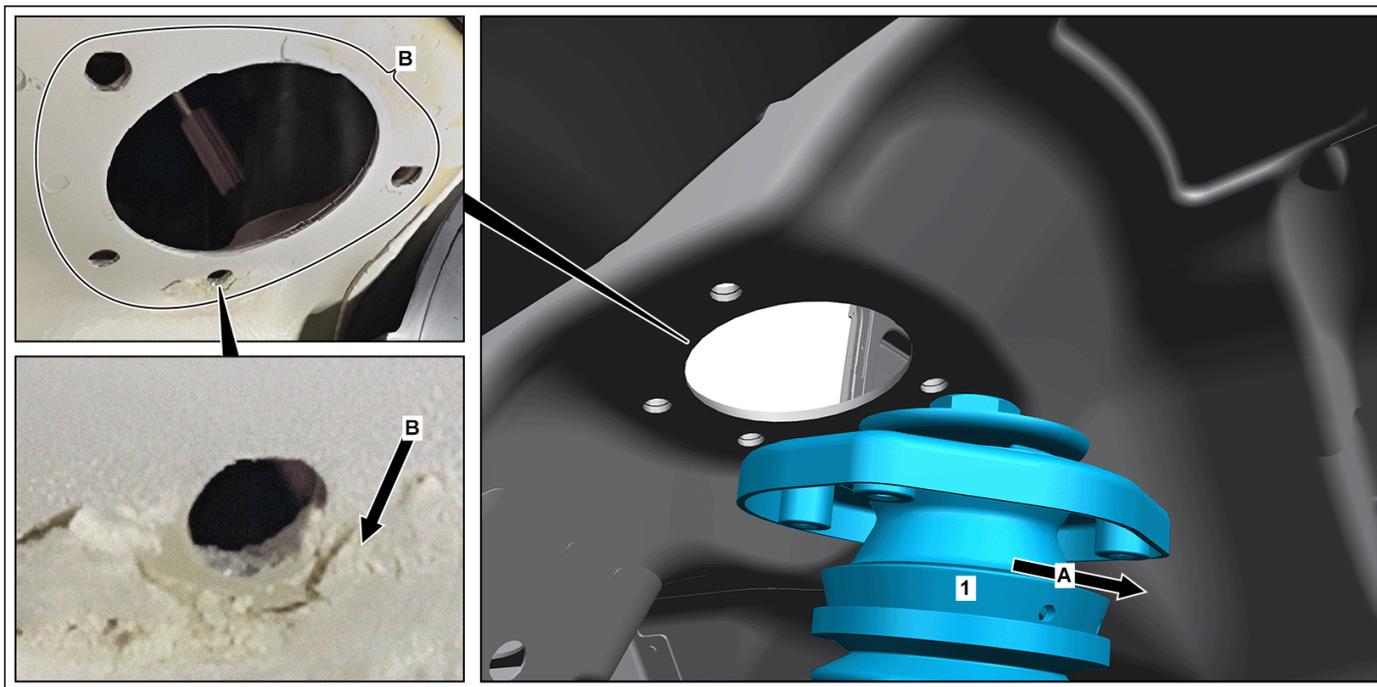
Category	Op. no.	Operation text	Time	Codeword	Damage Code
L	12 1900	Operations: Check contact surface of support bushing of left front shock-absorber strut	1.1 hr	VS3FEDDO R	32 931 02
L	12 1901	Operations: Remove underbody protection from contact surface of left front support bushing (after check)	0.1 hr	VS3FEDDO R	32 931 02
L	02 1538	Operations: Extra work for: Remove/install wheel and tire assembly on vehicle with tire pressure monitor (TPM)	0.2 hr	VS3FEDDO R	32 931 02



- 1 Shock-absorber strut
- 2 Support ring

- 3 Bolts

D32.25-A004-79



D32.25-A005-79

1 Shock-absorber strut

 Danger	Risk of death caused by vehicle slipping or toppling off of the lifting platform.	Align vehicle between vehicle lift columns and position the four support plates at the vehicle lift support points specified by the vehicle manufacturer.	AS00.00-Z-0010-01A
 Warning	Risk of injury caused by pinching or crushing when working on springs or spring bodies that are under tension	Use only approved tensioning devices; additionally screen off hazardous area if necessary. Check special tools for damage and proper operation (visual inspection). Wear protective gloves.	AS00.00-Z-0001-01A
Notice	Notes on self-locking nuts and bolts		AH00.00-P-0001-01KOA
Notice	Notes on carrying out repair work in the vehicle interior		AH68.00-D-0001-01KOS
	Notes on repair work on suspension components		AH00.00-P-0100-01A
	Check		
1	Check whether vehicle is affected by measure.		

	Remove		
2	Remove floor covering in driver's side footwell.		AR68.80-D-0006TSR
			
3	Remove left front wheel.		AR40.10-D-1100TS
			
4	Lift transverse control arm approx. 10 mm using a jack.	 <p>The shock-absorber strut (1) is relieved by the spring preload. This avoids damage to the threaded connections.</p>  <p>Commercially available devices/ tools Vehicle jack</p>	
5	Remove screw/bolts (3).	 <p>Replace screw/bolts (3).</p>	
6	Lower jack at transverse control arm to relieve load on shock-absorber strut (1).	 <p>Commercially available devices/ tools Vehicle jack</p>	
7	Carefully swivel shock-absorber strut (1) to outer side of vehicle (arrow A).	 <p>Do not tug detachable parts on shock-absorber strut (1). This prevents damage.</p>	
	Check		
8	Check contact surface of support bushing of left front shock-absorber strut (1) for soiling caused by underbody protection.	 <p>To do so, check if underbody protection was applied to or in the screw holes. Check area (B) on both sides, i.e. also in vehicle interior under support ring (2) for soiling through underbody protection.</p> <p>If there is no underbody protection (arrow B) in the area (B) on the contact surface or the screw holes,</p> <p style="text-align: center;">↓</p> <p>continue with operation step 12.</p> <p>If underbody protection (arrow B) is present in area (B) on contact surface or screw holes,</p> <p style="text-align: center;">↓</p> <p>continue with operation step 9.</p>	AR32.25-D-0121A
			

Remove underbody protection			
9	Using rotary wire brush to remove underbody protection in area (B) and around screw holes.	i Commercially available devices/ tools Rotary wire brush	
10	Clean contact surface.	Cleaner	BR00.45-Z-1025-04A
 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
11	Prime contact surface using a brush or spray can. Notice Notes on paintwork repairs	i Only use paints approved by the manufacturer. See guidelines for paint technology in the workshop portal.	AH98.00-P-9408-02A
	Install		
12	Use a jack to lift up transverse control arm and position it on the contact surface and screw holes on body.	i Commercially available devices/ tools Vehicle jack	
13	Attach shock-absorber strut (1).	i Position support ring (2). i Screw in screws(3) and tighten. Nm Bolt, support bearing to body	BA32.25-Z-1002-02TSR
14	Remove jack under transverse control arm.	i Commercially available devices/ tools Vehicle jack	
15	Attach left front wheel.		AR40.10-D-1100TS
	16	Remove floor covering in driver's side footwell.	AR68.80-D-0006TSR
			

Nm Front axle damper strut

Number	Designation		Model 907
BA32.25-Z-1002-02TSR	Bolt, support bearing to body	Nm	30

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 001 990 74 00	Screw	4
	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.