

TO: Freightliner 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 Year: 2020 Inspect Driveshaft Crossmember	DATE: April, 2024



IMPORTANT RECALL CAMPAIGN INFORMATION

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

Campaign No. :	Campaign Desc. :	Inspect Driveshaft Crossmember
2024010017	VS3QUERTR	
<p>This is to notify you of a Recall Campaign launch to inspect the driveshaft crossmember on 1 MY 2020 Freightliner Sprinter Van. 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 ("MBAG"), the manufacturer of Freightliner Sprinter vehicles, has determined that on certain Sprinter (907 platform) vehicles, the strength of a crossmember at the body-in-white might not meet specifications. In this case, the bolt connection of the propeller shaft bearing on the crossmember might loosen over time, which might impair the guidance of the propeller shaft bearing. In addition, in the event of a crash, damage to the fuel tank caused by the propeller shaft could result in a loss of fuel, and an increased risk of fire cannot be ruled out.</p>	
What We're Doing	<p>DVUSA is conducting a voluntary recall. As a precautionary measure, an authorized Freightliner Sprinter dealer will inspect the driveshaft crossmember on the potentially affected vehicles and replace it, if necessary.</p>	
Remedy	Remedy is available	
Vehicles Affected		
Vehicle Model Year(s)	2020	
Vehicle Model	Sprinter	
Vehicle Populations		
Population	1	
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 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 April, 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 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>		