

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Senior Manager, Regulations and Certifications
<b>Re: Launch Recall Campaign Notification</b> <b>Model: Sprinter (907)</b> <b>Model Year: 2020</b> <b>Inspect Driveshaft Crossmember</b>	DATE: April, 2024



Mercedes-Benz

**IMPORTANT RECALL CAMPAIGN INFORMATION**

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



<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Inspect Driveshaft Crossmember</b>
<b>2024010017</b>	<b>VS3QUERTR</b>	
<p>This is to notify you of a Recall Campaign launch to inspect the driveshaft crossmember on approximately <b>8</b> MY 2020 Mercedes-Benz Sprinter Vans. The recall campaign will be visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. All affected VINs will be flagged as "<b>OPEN</b>" in VMI and cannot be sold until remedied.</p>		
<b>Background</b>		
<b>Issue</b>	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz 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>	
<b>What We're Doing</b>	<p>MBUSA is conducting a voluntary recall. As a precautionary measure, an authorized Mercedes-Benz Sprinter dealer will inspect the driveshaft crossmember on the potentially affected vehicles and replace it, if necessary.</p>	
<b>Remedy</b>	<b>Remedy is available</b>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2020	
<b>Vehicle Model</b>	Sprinter	
<b>Vehicle Populations</b>		
<b>Population</b>	8	
<b>Dealer Inventory</b>	0	
<p><b>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.</b></p> <p><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</b></p> <p><b>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.</b></p>		
<b>Next Steps/Notes</b>		
<b>Customer Notification Timeline</b>	An owner notification letter to be mailed in April, 2024.	
<b>AOMS/SOMS</b>	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.	
<b>Rental Fleet Partners</b>	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**

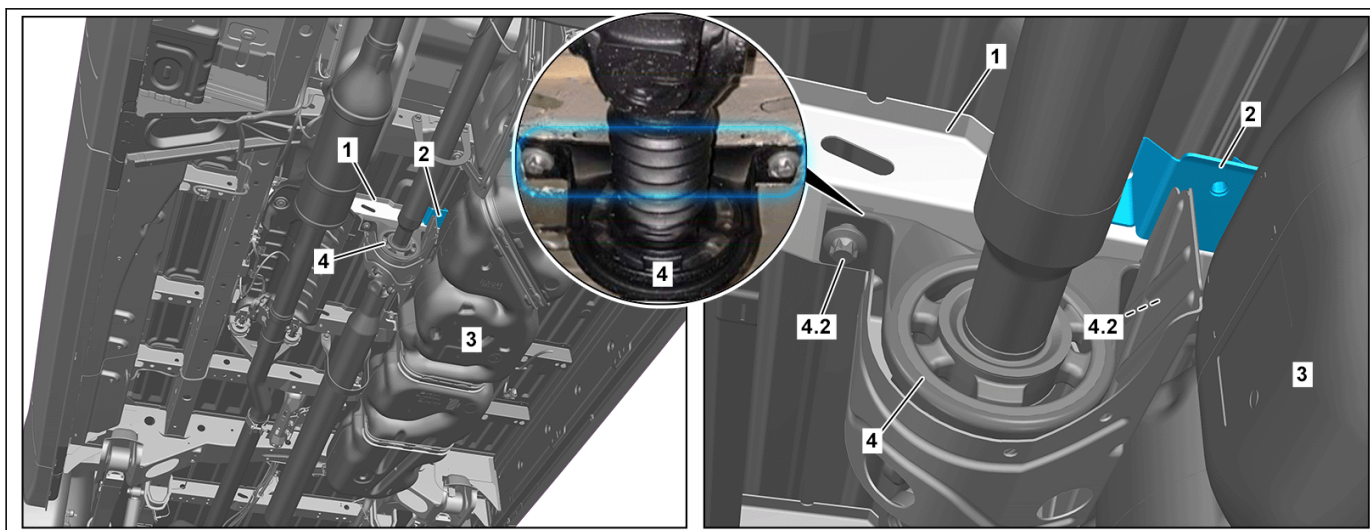
**IR6 (Wheelbase 4325 mm, overhang 1615 mm) with code ZU8 (National version for USA)**

**or**

**IR7 (Wheelbase 4325 mm, overhang 2015 mm) 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	Damage Code	Codeword
L	12 1910	Operations: Check crossmember of propeller shaft at underbody	0.2 h	31 903 03	VS3QUERT R
L	12 1895	Operations: Create PTSS case	0.1 h	31 903 03	VS3QUERT R

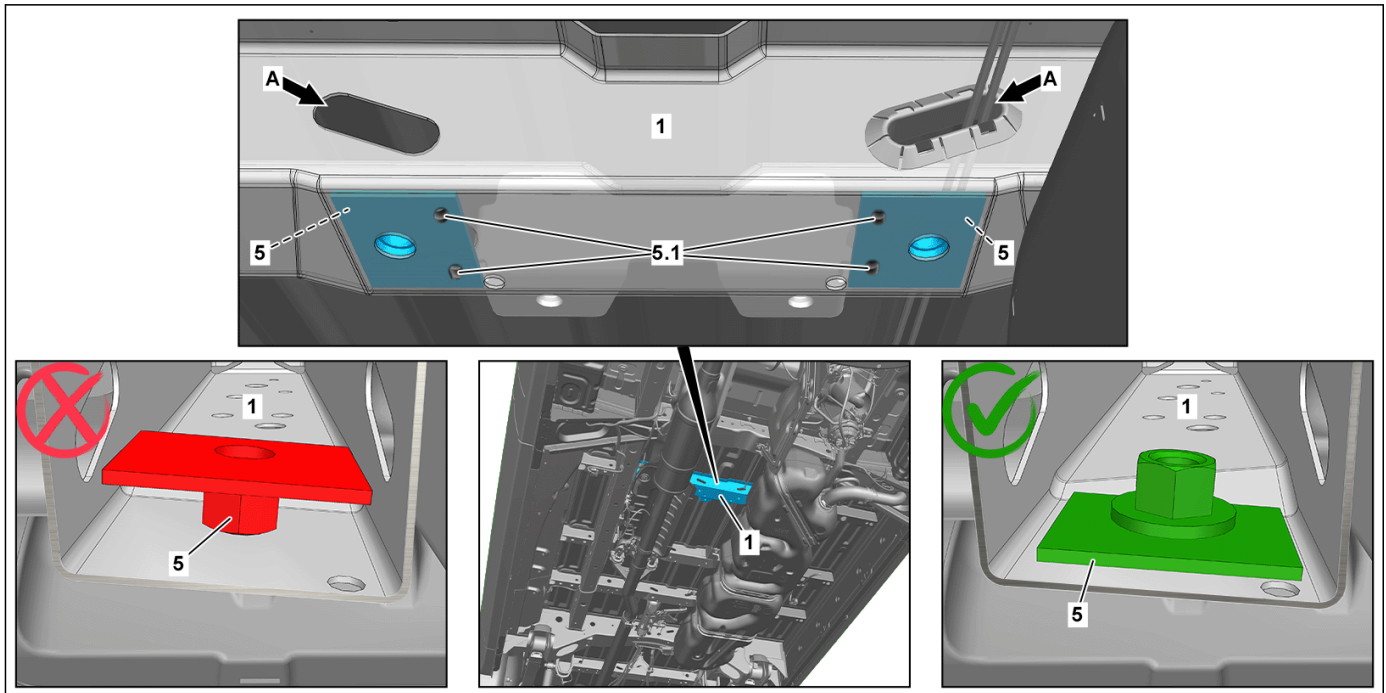


D41.10-A045-78

1 Crossmember

2 Bracket











4 Propeller shaft intermediate bearing



D41.10-A047-79

1 Crossmember                      5 Retaining plate                      5.1 Welding points

<p><b>⚠ Danger</b></p>	<p><b>Risk of death</b> caused by vehicle slipping or toppling off of the lifting platform.</p>	<p>Align vehicle between vehicle lift columns and position the four support plates at the vehicle lift support points specified by the vehicle manufacturer.</p>	<p>AS00.00-Z-0010-01A</p>
<p><b>⚠ Caution</b></p>	<p><b>Risk of injury</b> caused by scraping or cutting body parts on sharp vehicle parts</p>	<p>Always wear protective gloves when working on or near sharp and non-deburred vehicle parts. Deburr repair panels.</p>	<p>AS00.00-Z-0017-01A</p>
<p><b>🔍 Check</b></p> <p>1</p>	<p>Check whether vehicle is affected by measure.</p>		
<p><b>📢 Notice</b></p> <p>2</p> <p>🔧 AR</p> <p>🔧 WS</p> <p>🔧 WS</p> <p>🔧 WS</p>	<p>Raise vehicle. Special instructions for lifting and supporting vehicle</p> <p>000 588 26 80 00 Adapter 000 588 41 80 00 Adapter 000 588 27 80 00 Adapter</p>		<p>AH00.60-P-0100-01TS AR00.60-D-1000-04TS WS00.00-Z-0067KOB WS00.00-P-0321B WS00.00-P-0068B</p>

3	Check crossmember (1).	 Check whether holder (2) is installed at crossmember (1).	
4	Check whether spot welds (5.1) are present.		
5	Check retaining plates (5).	 Using the openings of the crossmember (1) (arrows A), check whether retaining plates (5) are correctly installed. To do so, use an endoscope.	
<b>Create PTSS case</b>			
6	Create PTSS case.	If at least one of the following conditions is present:  - <b>Holder (2) installed</b> - <b>Spot welds (5.1) missing</b> - <b>Retaining plates (5) not correctly installed</b>  For the PTSS case, create representative pictures regarding the applicable construction conditions of operation steps 3 to 5. When doing so, the connection of the propeller shaft (4) on the crossmember (1) must also be clearly recognizable. File pictures with repair order in a tamperproof manner.	
<b>Perform repair</b>			
7	Perform repair in accordance with PTSS case.	 The response to the PTSS case provides the work to be performed.	
<b>End measure</b>			
8	Lower vehicle and end measure. Special instructions for lifting and supporting vehicle		AH00.60-P-0100-01TS AR00.60-D-1000-04TS WS00.00-Z-0067KOB WS00.00-P-0321B WS00.00-P-0068B
 <b>Notice</b>			
 <b>AR</b>			
 <b>WS</b>	000 588 26 80 00 Adapter		
 <b>WS</b>	000 588 41 80 00 Adapter		
 <b>WS</b>	000 588 27 80 00 Adapter		

#### Parts ordering note

Part no.	Designation	Quantity
	See information from PTSS case	