

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Senior Manager, Regulations and Certifications
<b>Re: Initial Recall Campaign Notification</b> <b>Model Sprinter</b> <b>Model Years 2019-2022</b> <b>Check Frame Reinforcement</b>	DATE: January, 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>Check Frame Reinforcement</b>
<b>2023120018</b>	<b>PD3ROHRAH</b>	
<p>This is to notify you of a Pending Recall Campaign to check the frame reinforcement on approximately <b>3,582</b> MY 2019-2022 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>PENDING</b>" in VMI and cannot be sold.</p>		
<b>Background</b>		
<b>Issue</b>	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Sprinter Vans, has determined that on certain Sprinter (907 platform) vehicles, the longitudinal frame members of the body-in-white might not meet specifications. Missing reinforcements might lead to damage in the rear area of the longitudinal frame members. Over time, impairment of driving stability cannot be ruled out. In addition, vehicles equipped with a bench seat in the 3rd passenger seat row, could experience a failure of the seat mountings in the event of a crash. In this case, the risk of injury would increase.</p>	
<b>What We're Doing</b>	<p>MBUSA is conducting a voluntary recall. An authorized Mercedes-Benz dealer will check the longitudinal frame members on the affected vehicles and rework them, if necessary.</p>	
<b>Parts</b>	<p><b>Parts are not yet available.</b></p>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2019-2022	
<b>Vehicle Model</b>	Sprinter	
<b>Vehicle Populations</b>		
<b>Population</b>	3,582	
<b>Dealer Inventory</b>	<b>0</b>	
<p><b>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.</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 new 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 February, 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>		

