

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> Model Sprinter Model Years 2019-2023 Check Partition Wall Bolts	DATE: January, 2024



Mercedes-Benz

**IMPORTANT RECALL CAMPAIGN INFORMATION**

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



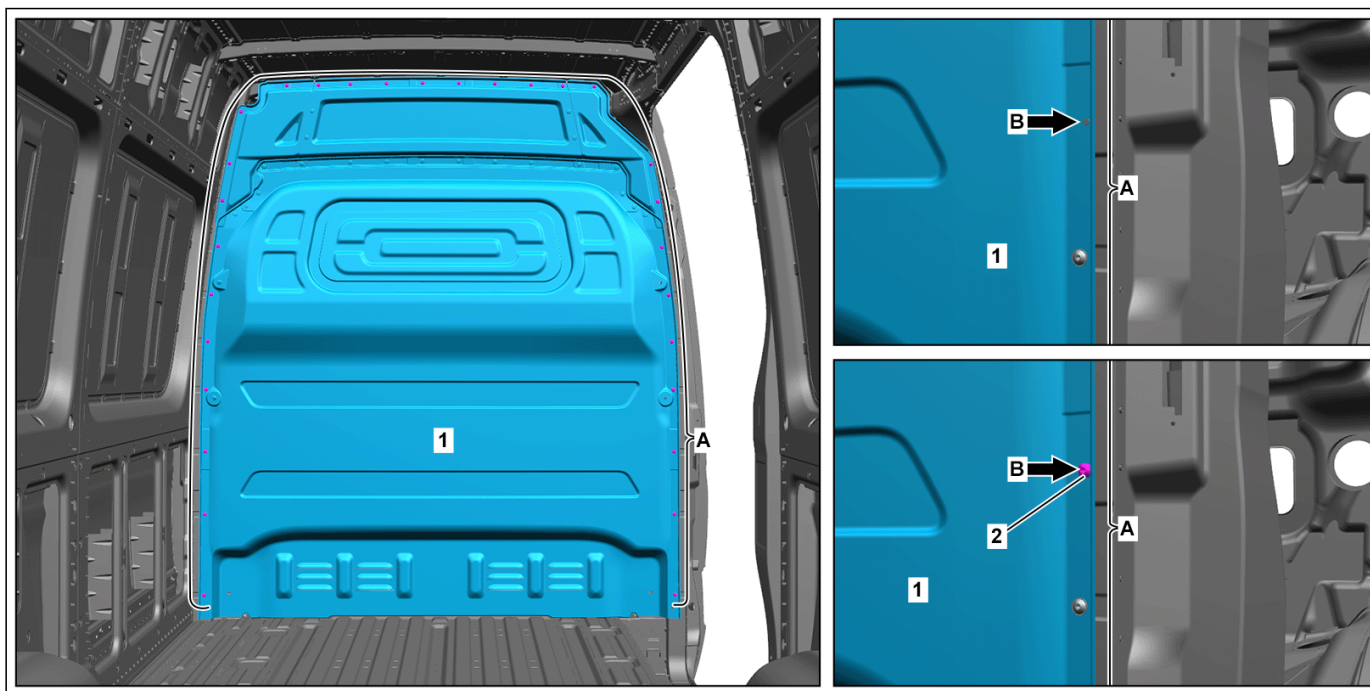
<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Check Partition Wall Bolts</b>
<b>2024010006</b>	<b>VS3TREWAN</b>	
<p>This is to notify you of a Recall Campaign Launch to check the partition wall bolts on approximately <b>334</b> MY 2019-2023 Mercedes-Benz Sprinter Vans. The recall campaign will be 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.</p>		
<b>Background</b>		
<b>Issue</b>	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz Sprinter Vans, has determined that on certain Sprinter (907 platform) vehicles, the bolted connection of the partition wall might not meet specifications. In this case, a deformation of the partition wall under load could be possible. In addition, an influence on the load securing function cannot be ruled out which could increase the risk of injury in the event of a crash.</p>	
<b>What We're Doing</b>	<p>MBUSA will conduct a voluntary recall campaign. An authorized Mercedes-Benz dealership will check the bolt connections on the affected vehicles and rework them, if necessary. If a customer has already paid to have this recall condition corrected, they may be eligible to receive reimbursement.</p>	
<b>Parts</b>	<p><b>Parts are available and can be ordered as necessary.</b></p>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2019-2023	
<b>Vehicle Model</b>	Sprinter	
<b>Vehicle Populations</b>		
<b>Population</b>	334	
<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 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 January 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** 907.65

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

Category	Op. no.	Operation text	Time	Damage Code	Codeword
L	12 1905	Operations: Retrofit front partition wall	1.6	71 900 02	VS3TREWA N














D68.74-A016-79

1 Partition wall

2 Screw

<b>Notice</b>	Notes on carrying out repair work in the vehicle interior		AH68.00-D-0001-01KOS
	<b>Check</b>		
1	Check whether the vehicle is affected by the measure.		

	<b>Additional screw connection</b>		
2 	Remove B-pillar trims on driver and front passenger side and position outside working area.	 Do not unhook belts from seat belt retractors.	AR68.30-D-4705TS
3	Locate holes (arrow B) for additional screw connections at partition (1) and center punch.	 Holes must be drilled into the B-pillar for the additional screw connection. The holes (arrow B) in the partition (1) serve as a template.	
4	Drill holes for additional screw connection in B-pillar with $\varnothing$ 4 mm bit.	 <b>Commercially available devices/ tools</b> Drill bit 4 mm	
5	Remove drill chips in B-pillars.	 <b>Commercially available devices/ tools</b> Wet and dry vacuum cleaner	
 <b>Danger</b>	<b>Risk of explosion</b> caused by paint vapors igniting. <b>Risk of poisoning</b> 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
6 	Prime holes with a brush or spray can. Notes on paintwork repairs	 Use only primer fillers approved by manufacturer. See guidelines for paint technology in the workshop portal.	AH98.00-P-9408-02A
7	Screw in screws (2) and tighten.	 Tightening torque maximum 5 Nm.	
8 	Add cavity preservation in B-pillars with spray can.		AR97.20-D-1500TS
9 	Attach B-pillar trims on driver and front passenger side.		AR68.30-D-4705TS

#### Parts ordering note

Part no.	Designation	Quantity
A 000 990 31 11	Screw	As Needed
A 000 986 32 01 09	Preservation agent	As Needed