

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Senior Manager, Regulations and Certifications
Re: Initial Recall Campaign Notification 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.



Campaign No. :	Campaign Desc. :	Check Partition Wall Bolts
2023120017	PDGTREWAN	
<p>This is to notify you of a Pending Recall Campaign to check partition wall bolts on approximately 334 MY 2019-2023 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 "PENDING" in VMI and cannot be sold.</p>		
Background		
Issue	<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>	
What We're Doing	<p>MBUSA is conducting a voluntary recall. An authorized Mercedes-Benz dealerships will check the partition wall bolts on the affected vehicles and rework them, if necessary.</p>	
Parts	<p>Parts are not yet available.</p>	
Vehicles Affected		
Vehicle Model Year(s)	2019-2023	
Vehicle Model	Sprinter	
Vehicle Populations		
Population	334	
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 February, 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>		

