

TO: Mercedes-Benz 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 Model Year: 2023 Inspect Quick Connect Ground Connection	DATE: April, 2024



Mercedes-Benz

IMPORTANT RECALL CAMPAIGN INFORMATION

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



Campaign No. :	Campaign Desc. :	Inspect Quick Connect Ground Connection
2024030020	VS3HVERSL	
<p>This is to notify you of a Recall Campaign launch to inspect the quick connect ground connection on approximately 99 MY 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 "OPEN" in VMI and cannot be sold until remedied.</p>		
Background		
Issue	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz Sprinter vehicles, has determined that on certain Sprinter vans (907 platform), the 12V ground connection quick-release fastener might not be fastened properly. In this case, the quick-release fastener might loosen over time and may cause the electrical resistance on this connection to increase. As a result, the temperature in this area might increase, and lead to a risk of fire. In addition, the vehicle may lose motive power without warning.</p>	
What We're Doing	<p>MBUSA is conducting a voluntary recall. An authorized Mercedes-Benz Sprinter dealer will check the mounting of the quick-release fastener of the 12V ground connection on the affected vehicles and rework it, if necessary.</p>	
Parts	<p>Parts are available and can be ordered as necessary.</p>	
Vehicles Affected		
Vehicle Model Year(s)	2023	
Vehicle Model	Sprinter	
Vehicle Populations		
Population	99	
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 early May, 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>		

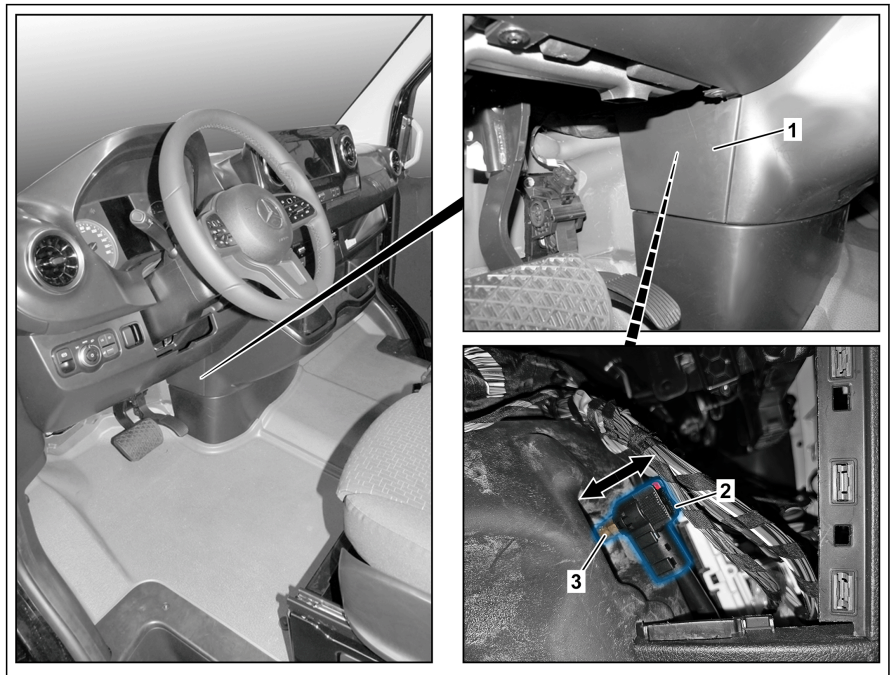


Model **907**
with code E30 (Battery main switch)

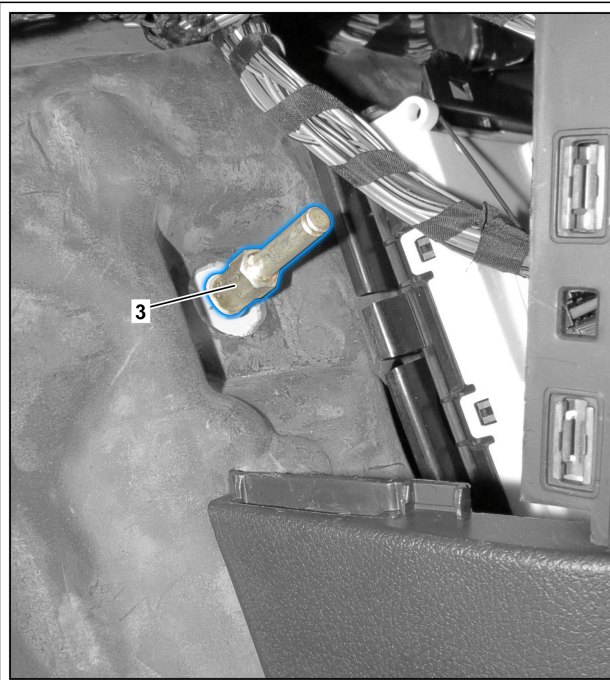
Operation no. of the operation texts or standard texts and flat rates

Category	Op. no.	Operation text	Time	Codeword	Damage Code
L	12 2004	Operations: Check ground connection main switch	0.2 h	VS3HVERSL	54 902 16
L	12 2005	Operations: Replace ground connection main switch (after check)	0.4 h	VS3HVERSL	54 902 16

- 1 *Cover*
- 2 *Electrical connector (main switch)*
- 3 *Ground connection*










D54.10-A113-76



D54.10-A112-79

3 Ground connection

Notice	Notes on battery		AH54.10-P-0001-01A
Notice	Information on preventing damage to electronic components due to electrostatic discharge		AH54.00-P-0001-01A
Notice	Notes on carrying out repair work in the vehicle interior		AH68.00-D-0001-01KOS
	Check		
1	Check whether vehicle is affected by measure.		
2	Switch off ignition and store transmitter key outside of transmission range (min. 2 m).	Wait for a run-on time of approx. 2 min after the ignition is switched off and before removing the ground line (1).	
3	Move driver seat to rearmost position.		
4	Remove cover (1).		
5	Disconnect electrical connector (2).	To do so, actuate release on electrical connector (2). Position the electrical connector (2) so that there is no unintended contact with vehicle ground.	

6	Check electrical connector (2) and ground connection (3) for thermal damage.	<p>If traces of soot are present on the electrical connector (2) or ground connection (3),</p> <p style="text-align: center;">↓</p> <p>Replace wiring harness (ground line) and ground connection (3); to do so, continue with operation step 8.</p> <p>If there are no traces of soot on the electrical connector (2) or ground connection (3),</p> <p style="text-align: center;">↓</p> <p>continue with operation step 10.</p>	
	Replace		
7	Replace ground connection (3).	<p>If thermal damage is present.</p> <p> Contact pin to body ground point</p>	BA54.10-Z-1007-01KTS
8	Replace wiring harness .	If thermal damage is present.	AR54.10-D-0002TS
 AR			
	Install		
9	Connect electrical connector (2).		
	Check		
10	Check electrical connector (2) for correct locking.	<p></p> <p>To do so, attempt to disconnect the electrical connector (2) from the ground connection (3) without actuating the release.</p>	
	Install		
11	Install cover (1).		
	Adjust		
12	Set time and date in instrument cluster.		
13	Adjust weekday, time and default value of operating time on warm air stationary heater switch clock.	<p></p> <p>See Operator's Manual.</p>	

 Battery

Number	Designation	Model 907
BA54.10-Z-1007-01KTS	Contact pin to body ground point	Nm 16

Parts ordering note

Part no.	Designation	Quantity
A 907 905 03 08	Ground cable	1 (if needed)
A 910 545 35 00	Ground bolts	1 (if needed)