

<p>TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers</p>	<p>FROM: Anthony Washington, Senior Manager, Regulations and Certifications</p>
<p><b>Re: Launch Recall Campaign Notification</b> <b>Model: Sprinter</b> <b>Model Years: 2023-2024</b> <b>Replace Spring U-Bolts</b></p>	<p>DATE: August, 2024</p>



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>Replace Spring U-Bolts</b>
<b>2024070014</b>	<b>VS3FEDERB</b>	
<p>This is to notify you of a <b>Recall Campaign</b> to Replace the Spring U-Bolts on approximately <b>1,214</b> MY 2023-2024 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 material properties of the spring U-bolts might not meet current specifications. The rear axle spring U-bolts may not have undergone hardness treatment, which could result in insufficient preload force for the U-bolts. This could cause a progressive tilt of the rear axle when subject to sufficient force or in certain driving situations. In this event, the guidance of the vehicle might be impaired, which could increase the risk of a crash.</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 replace the spring U-bolts on the affected vehicles.</p>	
<b>Parts</b>	<b>Parts are available</b>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2023-2024	
<b>Vehicle Model</b>	Sprinter	
<b>Vehicle Populations</b>		
<b>Population</b>	1,214	
<b>Dealer Inventory</b>	<b>82</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 style="text-align: center;"><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 end of August 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>		



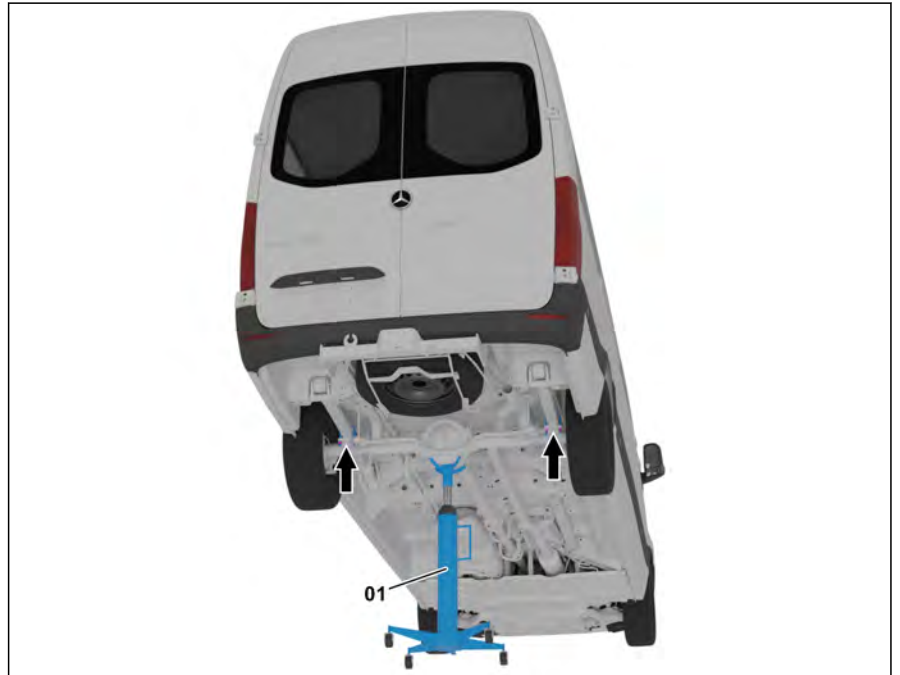
**Model**      **907**

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

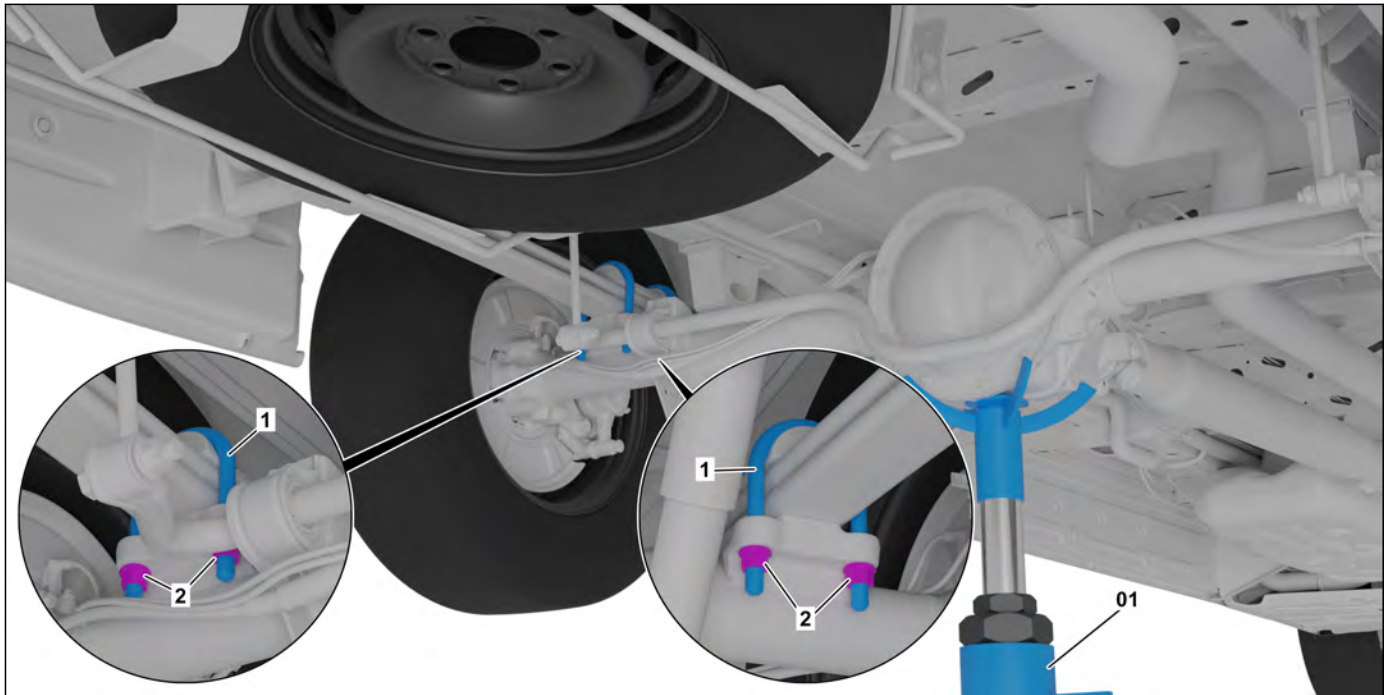
Category	Op. no.	Operation text	Time	Damage Code	Codeword
L	12 2113	Operations: Replace 4 spring U-bolts of rear axle springs	0.9 h	35 948 05	VS3FEDERB

**Shown on vehicle except code CB2 (Air suspension comfort suspension)**

01    *Telescopic lifter*



D32.20-A025-76



D32.20-A026-79

**Shown on left side of vehicle except code CB2 (Air suspension comfort suspension)**

01 Telescopic lifter

2 Nuts

1 Spring clip

<b>Danger</b>	<b>Risk of death</b> caused by vehicle slipping or toppling off of the lifting platform.	Align vehicle between vehicle lift columns and position the four support plates at the vehicle lift support points specified by the vehicle manufacturer.	AS00.00-Z-0010-01A
<b>Warning</b>	<b>Risk of injury</b> caused by pinching or crushing when working on springs or spring bodies that are under tension	Use only approved tensioning devices; additionally screen off hazardous area if necessary. Check special tools for damage and proper operation (visual inspection). Wear protective gloves.	AS00.00-Z-0001-01A
<b>Notice</b>	Notes on threaded connections fastened using a tightening angle-based tightening process		AH00.00-P-0020-01A
<b>Notice</b>	Notes on self-locking nuts and bolts		AH00.00-P-0001-01KOA
	Notes on repair work on suspension components		AH00.00-P-0100-01A
	<b>Check</b>		
1	Check if vehicle is affected by measure.		
	<b>Remove/install</b>		
2	Raise vehicle.		
<b>Notice</b>	Special instructions for lifting and supporting vehicle		AH00.60-P-0100-01TS
<b>AR</b>			AR00.60-D-1000-04TS
<b>WS</b>	000 588 26 80 00 Adapter		WS00.00-Z-0067KOB
<b>WS</b>	000 588 41 80 00 Adapter		WS00.00-P-0321B
<b>WS</b>	000 588 27 80 00 Adapter		WS00.00-P-0068B

3	Support rear axle using telescopic jack (01).	⚠ Never exceed permissible working angle of installed propeller shaft when rear axle is released. Damage may occur otherwise.	
4	Replace rear spring U-bolt (1) on left side of vehicle.	<b>i</b> For this purpose, remove nuts (2). Dispose of spring U-bolt (1) and nuts (2) properly. <b>Nm</b> Nut, spring U-bolt for rear axle spring to rear axle	BA32.20-Z-1005-03KOA
5	Replace front spring U-bolt (1) on left side of vehicle.	<b>i</b> For this purpose, remove nuts (2). Dispose of spring U-bolt (1) and nuts (2) properly. <b>Nm</b> Nut, spring U-bolt for rear axle spring to rear axle	BA32.20-Z-1005-03KOA
6	Replace rear spring U-bolt (1) on right side of vehicle.	<b>i</b> For this purpose, remove nuts (2). Dispose of spring U-bolt (1) and nuts (2) properly. <b>Nm</b> Nut, spring U-bolt for rear axle spring to rear axle	BA32.20-Z-1005-03KOA
7	Replace front spring U-bolts (1) on right side of vehicle.	<b>i</b> For this purpose, remove nuts (2). Dispose of spring U-bolt (1) and nuts (2) properly. <b>Nm</b> Nut, spring U-bolt for rear axle spring to rear axle	BA32.20-Z-1005-03KOA
8	Remove telescopic jack (01) from rear axle.		
9	Lower vehicle completely and rock it several times to settle suspension.		

**Nm** Rear-axle steel suspension

Number	Designation	Model 907 with code CB2 (Comfort air suspension)	Model 907.1/2 except code CB2 (Comfort air suspension)
BA32.20-Z-1005-03KOA	Nut, spring U-bolt for rear axle spring to rear axle M14x1.5	Stage 1 Nm	-
		Stage 2 $\angle^\circ$	-
		Stage 3 $\angle^\circ$	-
			150
			90

**Nm** Rear-axle steel suspension

Number	Designation	Model 907.6/7/8 except code CB2 (Comfort air suspension)
BA32.20-Z-1005-03KOA	Nut, spring U-bolt for rear axle spring to rear axle M14x1.5	Stage 1 Nm
		Stage 2 $\angle^\circ$
		Stage 3 $\angle^\circ$
		150
		90

**Parts ordering note**

<b>Part no.</b>	<b>Designation</b>	<b>Quantity</b>
A 907 325 07 00	Spring clip	4
A 000 990 00 59	Collar nuts	8