

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Senior Manager, Regulations and Certifications
Re: PENDING Recall Campaign Notification Model Sprinter Model Years 2023-2024 Replace Spring U-Bolts	DATE: July, 2024



Mercedes-Benz

IMPORTANT RECALL CAMPAIGN INFORMATION

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



Campaign No. :	Campaign Desc. :	Replace Spring U-Bolts
2024070004	24P2195415	
<p>This is to notify you of a PENDING Recall Campaign to Replace Spring U-Bolts on approximately 1,214 MY 2023-2024 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 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>	
What We're Doing	<p>MBUSA is conducting a voluntary recall. As a precautionary measure, MBUSA will replace the spring U-bolts on the affected vehicles.</p>	
Parts	Parts are not yet available	
Vehicles Affected		
Vehicle Model Year(s)	2023-2024	
Vehicle Model	Sprinter	
Vehicle Populations		
Population	1214	
Dealer Inventory	82	
<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 August, 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>		

