



MERCEDES-BENZ USA, LLC
 One Mercedes-Benz Drive
 Sandy Springs, GA, 30328
 Phone: (770) 705-0600
 Fax: (770) 705-0117
 MBUSA.com



Service

newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations & Certifications
RE: Customer ONE Action Campaign C1A-201901 Model 907 Year 2019 Check sliding door carrier adjustment and bolt torque.	DATE: June 6, 2019

IMPORTANT SERVICE CAMPAIGN LAUNCH INFORMATION

Campaign No. :	Campaign Desc. :	Check Sliding Door Carrier Adjustment
2019060010	USVS3SDOOR	
<p>This is to notify you of the Customer ONE Action Campaign LAUNCH for certain Model Year 2019 Model 907 platform (Sprinter) vehicles. Please review the service information below. The vehicles will be visible and flagged in VMI as "OPEN" on June 25, 2019.</p>		
Background		
Issue	Daimler AG (DAG), the manufacturer of Mercedes-Benz Vans, has determined that on certain Mercedes-Benz Sprinter vehicles the sliding door carrier adjustment and bolt torque may not meet specification in the subject vehicles and the sliding door may become jammed. Dealer will inspect the lower sliding door carrier adjustment and bolt torque during the next workshop visit.	
What We're Doing	Daimler Vans ('DVUSA') will conduct a Service Campaign. An authorized Mercedes-Benz Sprinter dealer we will check the sliding door carrier adjustment and bolt torque, and repair if necessary.	
Parts	Parts are available to be ordered.	
Vehicles Affected		
Vehicle Model Year(s)	2019	
Vehicle Model	Sprinter – Mercedes-Benz	
Vehicle Populations		
Total Campaign Population	1,892	
Next Steps/Notes		
AOMS/SOMS	AOMs – This Service Campaign may generate questions from your dealers.	
<p>While we regret any inconvenience this may cause, DVUSA is determined to maintain a high level of vehicle quality and customer satisfaction. Please refer all customer inquiries to the Customer Assistance Center at 1-800-FOR-MERCEDES.</p>		





Action

Date: June 2019
Action No.: C1A - 201901
Group: 72

i Note: Revisions have been highlighted

SUBJECT: **Model 907**
Model Year 2019
Sliding Doors

This Customer 1 Action has been initiated because the sliding door carrier adjustment and bolt torque may not meet specification in the subject vehicles and the sliding door may become jammed. Dealer will inspect the lower sliding door carrier adjustment and bolt torque during the next workshop visit.

Prior to performing this Customer 1 Action:
Please check VMI to insure the vehicle is involved and to determine if the vehicle was previously repaired.

Approximately **1892** vehicles are affected.

Procedure

1. Open the load compartment sliding door
2. Inspect the positioning of the guide roller of the lower carriage throughout the entire range of travel

The guide roller of the lower carrier must not protrude by more than 2mm along the entire range of travel.

- If the guide roller protrudes by more than 2mm on any part of the entire travel (see figure 1) proceed to **step 3**
- If the guide roller does not protrude by more than 2mm along the entire range of travel (see figure 2) proceed to **step 4**

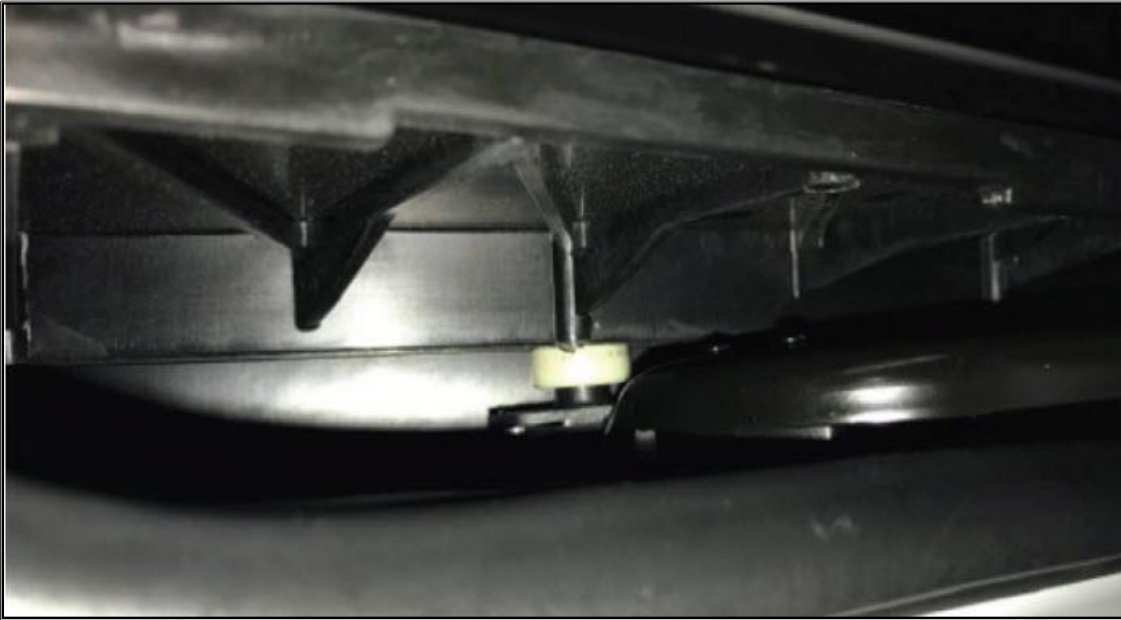


Figure 1



Figure 2

3. Perform **LI72.16-N-069628**

NOTE: Allowable repair, labor and damage operations must be performed and claimed on a separate line on the repair order.

4. Torque the bolts of the carriage for the load compartment sliding door to 32Nm (see figure 3).

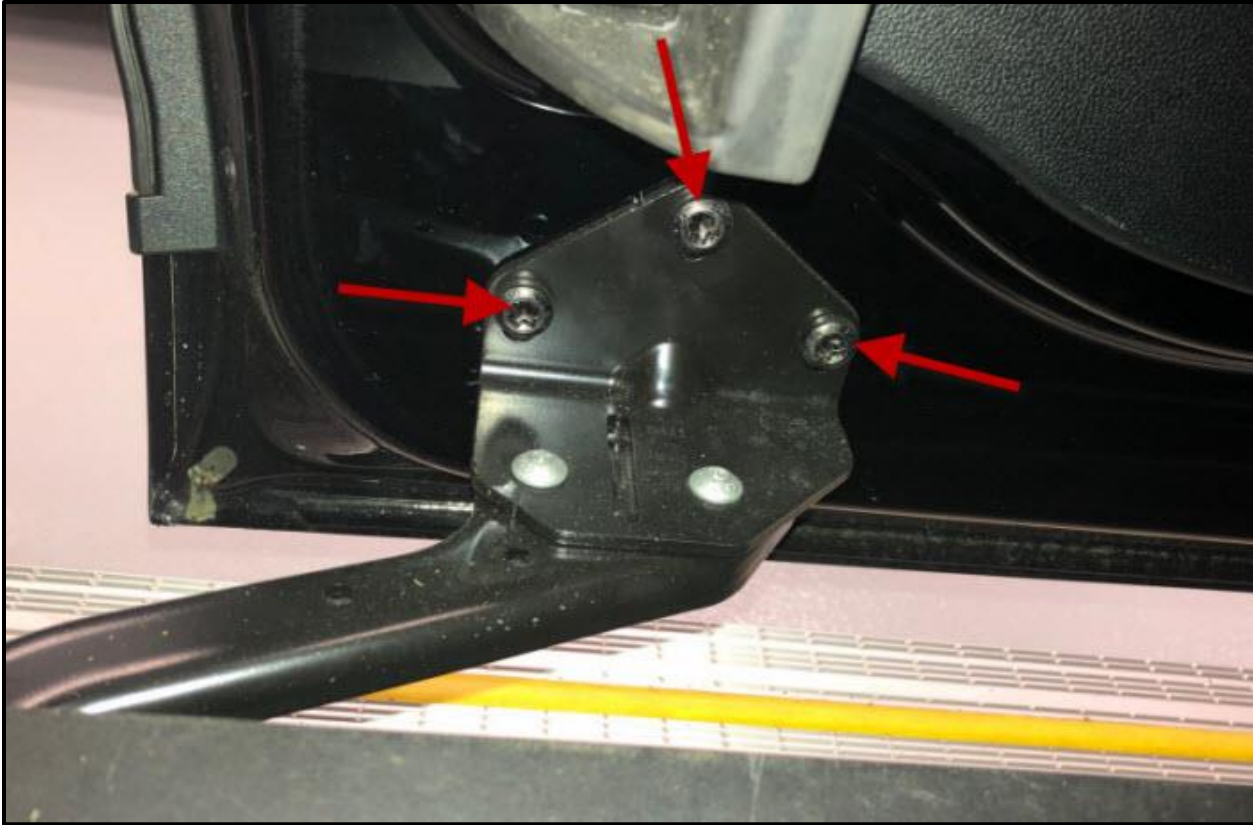


Figure 3

Note:

The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information

Operation: Inspect lower carrier adjustment and bolt torque

Damage Code: 21 989 45

Operation Number: 72-1017 (Sliding door, Location..... Repair)

Labor Time (hrs.): 0.2

Note Operation code times are subject to change. Please refer to ASRA for current labor times.