

# News Channel Update | Vans Customer Service and Parts

TO: Freightliner Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
<b>Re: Initial Recall Campaign Notification Model 907 (Sprinter) Model Years 2019-2021 Update Rear View Camera Software</b>	DATE: May, 2022



## **IMPORTANT RECALL CAMPAIGN INFORMATION**

Please see the attached documents related to the campaign listed above

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<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	Update Rear View Camera Software
<b>2022040016p</b>	<b>PDGKOMRUE</b>	
<p>This is to notify you of an <b>Initial Recall Campaign</b> to update the Rear View Camera software on approximately <b>690</b> MY19-20 Freightliner 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 "PENDING" in VMI and <b>cannot be sold.</b></p>		
<b>Background</b>		
<b>Issue</b>	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Freightliner Sprinter vans, has determined that on certain Sprinter vehicles, the display function of the rearview camera might be impaired. In some instances the rearview image might not be displayed in the central display after engaging the reverse gear. Instead, the central display would continue to display the existing screen image (e.g. navigation, radio, etc.) or display a black screen with a message warning of the inoperability of the rearview camera to display an image. There is no deactivation of the rearview camera, or frozen rearview camera image. A rearview camera image might not be available within 2.0 seconds (as required by FMVSS 111 S5.5.3) as the vehicle begins to back up, which might impair rear visibility which could increase the risk of a crash.</p>	
<b>What We're Doing</b>	<p>DVUSA is conducting a voluntary recall. An authorized Freightliner Sprinter dealer will update the software for the rearview camera to current product specifications.</p>	
<b>Parts</b>	<b>Parts are not available</b>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	Model Year 2019-2020	
<b>Vehicle Model (s)</b>	Sprinter VS30, Platform 907	
<b>Vehicle Populations</b>		
<b>Total Recall</b>	<b>690</b>	
<b>Dealer Inventory</b>	<b>0</b>	
<p><b>Given this notice, it is a <u>violation of Federal Law</u> for a dealer to sell or lease any <u>new</u> Sprinter vehicles in dealer inventory covered by this notification until the vehicle has been repaired.</b></p> <p><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 <u>violation of Federal Law</u> for rental companies to rent new Sprinter 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 will be mailed in June, 2022.	
<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 DVUSA fleet representative for further information and next steps. For repairs, please contact your preferred DVUSA 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>		

Daimler Vans USA, LLC

A Mercedes-Benz Group AG Company

One Mercedes-Benz Drive Sandy Springs, GA 30328 770.705.0600