

TO: Mercedes-Benz Dealers, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Senior Manager, Regulations and Certifications
<b>Re: Service Campaign Notification</b> <b>Model: Sprinter</b> <b>Model Years 2019-2024</b> <b>Replace Certification Label</b>	July, 2024

**IMPORTANT SERVICE CAMPAIGN INFORMATION**



Mercedes-Benz

**IMPORTANT: Please review the information in this NCU carefully. FAQs have been provided to answer the expected questions that may arise. These FAQs may be updated as necessary so always refer to NetStar-VMI for the most up-to-date information.**



<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Replace Certification Label</b>
2024070001	VS3RADREI	
This is to notify you of a Service Campaign to Replace Certification Label on approximately and <b>12,796</b> MY 2019-2024 Sprinter Vans. All affected VINs will be flagged as " <b>OPEN</b> " in VMI and cannot be sold until remedied.		
<b>Background</b>		
<b>Issue</b>	Mercedes-Benz AG, the manufacturer of Mercedes-Benz Vans, has determined that on certain Sprinter and Metris vehicles, the B-pillar certification label might not contain information on the vehicle's rim size, tire size, and cold tire inflation pressure required under FMVSS 110 or, as applicable, FMVSS 120. In this case, relevant regulatory requirements might not be met. Mercedes-Benz believes this issue has no impact on vehicle safety. Mercedes-Benz intends to submit a petition to NHTSA for exemption from the notification and remedy requirements of 49 U.S.C. chapter 301, pursuant to 49 CFR Part 556, on the basis that this non-compliance is inconsequential as it relates to motor vehicle safety.	
<b>What We're Doing</b>	MBUSA will conduct a service campaign to remedy new vehicles in dealer inventory. An authorized Mercedes-Benz dealer will replace the Certification Label on the affected vehicles.	
<b>**NOTE**</b>	Dealers must close out this Service Campaign ASAP to get the <b>PDGRADREI</b> pending campaign flag removed or they will not be able to DDR the unit. This will take several days after the closure of this Service Campaign.	
<b>Parts</b>	Dealers should already have labels on hand.	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2019-2024	
<b>Vehicle Model</b>	Sprinter	
<b>Vehicle Populations</b>		
<b>Total Vehicles</b>	<b>12,796</b>	
<b>Dealer Inventory</b>	<b>12,796</b>	
<b>Next Steps/Notes</b>		
<b>AOMS/SOMS</b>	Please ensure your dealers have read and understand this notice	
While we regret any inconvenience this may cause, MBUSA are determined to maintain a high level of vehicle quality and customer satisfaction.		



## Frequently Asked Questions (FAQ's)

- ❖ What vehicles are affected?
  - Sprinter (907)
  - Metris (447) vehicles are also affected, but they will be put into a separate service campaign.
- ❖ Are new vehicles in Dealer Inventory affected by a Stop-Sale?
  - Yes, per federal regulation, all new vehicles in dealer inventory with a recall are subject to Stop-Sale until NHTSA decides to grant the petition.
- ❖ Will there be a remedy campaign or customer letters for the affected retailed and used vehicles?
  - Not currently. MBAG intends to submit a petition to NHTSA for inconsequential noncompliance, as it relates to motor vehicle safety. While we await NHTSA's decision, only new vehicles in dealer inventory are subject to a remedy campaign.
- ❖ How will the Dealer Inventory vehicles be remedied and released from the Stop-Sale requirements?
  - Dealer inventory vehicles affected by the "Pending" Recall with the same name will be remedied by this Service Campaign. Once vehicles are remedied, they may be sold. Please allow 1-2 days once the warranty claim is submitted under this Service Campaign for the Pending Recall to be removed in NetStar-VMI. After the Pending Recall has removed, the remedied vehicle can be DDR'd.
- ❖ Will the new B-Pillar certification labels be sent to dealers?
  - Yes, all affected vehicles will have the pre-printed certification label sent to dealerships automatically. Dealers should not order replacement labels since they are VIN-specific.
- ❖ Will dealers receive all labels in one shipment?
  - No. There will be 3 batches/waves of shipments. Batch 1 will actually contain ALL Sprinter labels.
  - Batch 2: We are aware that 409 of the labels in Batch 1 were printed incorrectly (see note on last page). These 409 labels are being shipped separately and will be put into a separate service campaign.
  - Batch 3: Metris (447) labels are being shipped separately and will also have their own service campaign.
- ❖ How do I know which vehicles are included in each wave?
  - Please review Netstar-VMI. Vehicles included will display this service campaign in "Open" status. This status confirms labels were printed and will be pushed to your dealer. For further info, please see additional FAQ below.



- ❖ What if the VIN-specific certification label is damaged/missing?
  - In case of damaged or missing certification label, the dealer will need to create a workbench case to order a replacement. Label shipment dates may be subject to change based on carrier; dealers should wait at least five business days from campaign launch before creating a workbench case.
- ❖ How can I find all vehicles affected in my inventory?
  - Vehicle list can be downloaded from the Campaign section in Netstar. Select: Service > Campaigns > Service Campaigns (A). Click campaign number 2024XXXXXX (B) and download the “Open” list (C).
  - AOI campaign list is updated once a week on Monday.
  - Additionally, VIN lists for each wave will be provided to your AOM
- ❖ How will parts be shipped to me?
  - Carol Stream Facing Dealers will receive their parts via dedicated delivery with their standard parts shipment in a marked box. All other dealers will receive labels via FedEx overnight priority.
- ❖ Will there be a punch time requirement for RO submission?
  - No punch time required for this campaign.
  - If the campaign claim is not submitted on the same day of repair, this will result in a further delay of “Pending” campaign removal.
- ❖ Vehicle was retailed before “Pending” recall date, what should I do with the extra certification label?
  - Return all extra labels to dealer-facing PDC using “SCM authorized special return in Paragon”
  - Include a note in the return packaging to indicate that the label is “extra”
- ❖ I recently had a Dealer trade what should I do with the unused certification label?
  - Return all unused labels to dealer-facing PDC using “SCM authorized special return in Paragon”
  - Include a note in the return packaging to indicate that the label is “unused due to dealer trade” along with the traded dealer code/address information
- ❖ The tire size information on the replacement certification label does not match the tire size on the vehicle’s tire sidewall markings, what should I do with the incorrect certification label?
  - Return all incorrect labels to dealer-facing PDC using “SCM authorized special return in Paragon”
  - Include a note in the return packaging to indicate that the label is “incorrect”
- ❖ What if the dealer installed an incorrect label?
  - A new service campaign will be provided along with correct labels pushed to dealers.
- ❖ Will Incomplete Vehicles receive more than one (1) label?
  - Yes. Incomplete vehicles will receive 1 label to be placed on the seat box, and a 2<sup>nd</sup> label to be attached to the incomplete vehicle document that accompanies each incomplete vehicle.



**Note: We are aware that there are 409 labels where the tire pressure information was printed incorrectly. The replacement labels are being re-printed and will be shipped to the affected dealers. These new labels will be packaged similar to your initial shipment. These reprinted labels will show a "2" in front of the dealer code on the packaging. Additionally, the units with these incorrect labels have been put into a separate service campaign to be released within the next few days.**



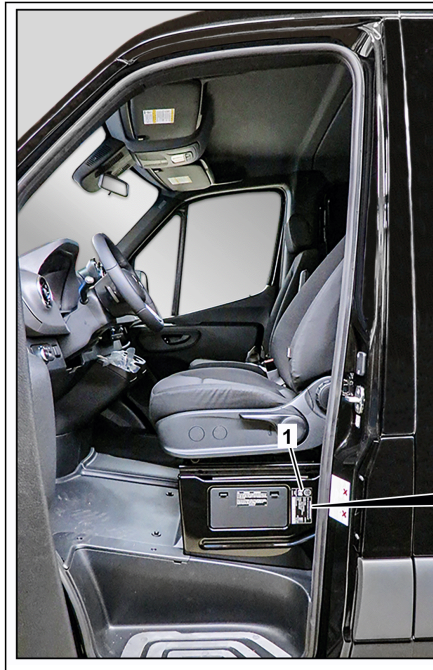
**Model 907**  
**with code ZU7 (National version for Canada)**

**Model 907**  
**with code ZU8 (National version for USA)**

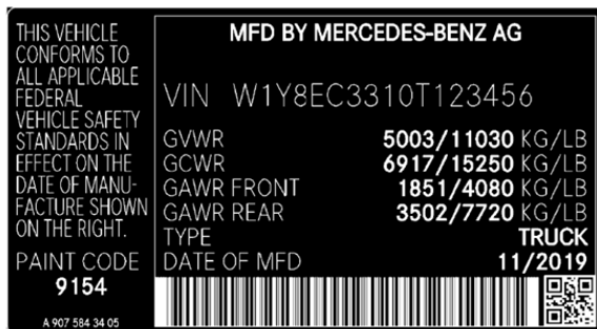
**Operation no. of the operation texts or standard texts and flat rates**

Category	Op. no.	Operation text	Time	Damage Code	Codeword
L	12 2098	Operations: Replace vehicle identification plate	0.1 h	40 922 44	VS3RADREI

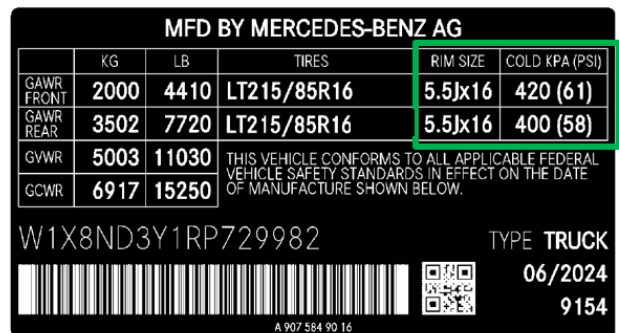
1 Vehicle identification plate



D00.00-A136-76



**NOK**  
 Rim size missing  
 Tire pressure missing



**OK**  
 Rim included  
 Tire pressure included

Shown on additional instructions model 907.6 with code ZU7  
(national version for Canada), incomplete vehicle

- 1 Vehicle identification plate
- 2 Information label
- 3 Supplement



D00.00-A137-82

<p><b>Notice</b></p>	<p>Notes on carrying out repair work in the vehicle interior</p>		<p>AH68.00-D-0001-01KOS</p>
<p></p>	<p><b>Check</b></p>		
<p>1</p>	<p>Check whether the vehicle is affected by the measure.</p>		
<p></p>	<p><b>Remove</b></p>		
<p>2 </p>	<p>Remove vehicle identification plate (1). 000 588 00 84 00 Heat gun</p>	<p> Do not heat seat box under vehicle identification plate (1) too much. Otherwise the paint will be damaged.  To do so, remove vehicle identification plate (1) using a suitable tool.  Cleaner</p>	<p>WS54.00-P-0049B  <a href="#">BR00.45-Z-1025-04A</a></p>

	<b>Attach</b>		
3	Attach the vehicle identification plate (1).	<p>⚠</p> <p>Bonding surface must be absolutely free of dust and grease. Otherwise, a sufficient degree of adhesion cannot be assured.</p> <p><b>i</b></p> <p>For "incomplete" vehicles (Code Z5U), additionally stick the new vehicle type label (1) over the old vehicle type label (1) in the supplement (3) Vehicle Data USA/CAN A-2023 (IVD User Manual) (see picture 2).</p> <p>Cleaner</p>	BR00.45-Z-1025-04A

**Repair materials**

Number	Designation	Order number
BR00.45-Z-1025-04A	Cleaner	A 005 989 19 71

**Parts ordering note** \*ONLY IF THE LABEL IS DAMAGED or MISSING

Part no.	Designation	Quantity
A 907 584 90 16	Vehicle identification plate* for USA (without code Z5U)	n. B. (1)
A 907 584 92 16	Vehicle identification plate* for USA (with code Z5U)	n. B. (2)

\* quote vehicle identification number when ordering