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Service

newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Michael Scott, Vans Regulations and Certifications Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Recall Campaign 2017120012 Launch Notification MY17 906 (Sprinter) Adjust Spare Wheel Holder	DATE: January 5, 2018

IMPORTANT NEW RECALL CAMPAIGN INFORMATION UPDATE





RECALL CAMPAIGN LAUNCH NOTIFICATION

January 5, 2018

Campaign No. :	Campaign Desc. :	Adjust Spare Wheel Holder
2017120012	NC3RADHALT	
<p>This is to notify you of the Recall Campaign to adjust the spare wheel holder on approximately 773 MY17 Sprinter (906) vehicles. Please review the recall information below. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. All affected VINs are flagged as "OPEN" in VMI on January 5, 2018.</p>		
Background		
Issue	Daimler AG, ('DAG'), the manufacturer of Mercedes-Benz and Freightliner Vans, has determined that on certain MY17 Mercedes-Benz and Freightliner Sprinter vehicles, the spare wheel holder mounted behind the rear axle may be positioned on its mounting hooks in a lower position than intended, leading to possible movement or loss of the spare wheel.	
What We're Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz Sprinter dealer will check the spare wheel holder and adjust it if necessary.	
Parts	Parts are not necessary for this campaign.	
Vehicles Affected		
Vehicle Model Year(s)	2017	
Vehicle Model	Sprinter	
Vehicle Populations		
Total Recall Population	773	
Dealer Inventory	113	
Internal Vehicles	3	
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY17 Sprinter vehicles in dealer inventory covered by this notification until the vehicle has been repaired.</p> <p style="text-align: center;">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 MY17 Sprinter vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	Customer letters will be mailed in mid-January, 2018.	
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, MBUSA 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>		



Mercedes-Benz

Campaign No. 2017120012, January 2018

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models 906 Model Year 2017**
Check Spare Wheel Holder, Adjust if Necessary

Daimler AG, ('DAG'), the manufacturer of Mercedes-Benz and Freightliner Vans, has determined that on certain MY17 Mercedes-Benz and Freightliner Sprinter vehicles, the spare wheel holder mounted behind the rear axle may be positioned on its mounting hooks in a lower position than intended, leading to possible movement or loss of the spare wheel. An authorized Mercedes-Benz Sprinter dealer will check the spare wheel holder and adjust it, if necessary.

Prior to performing this Recall Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired.
- Please review the entire Recall Campaign bulletin and follow the repair procedure exactly as described.

Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 733 vehicles are involved.

Order No. V-RC-2017120012

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

Check

Check whether the spare wheel holder is seated correctly in the fastening hooks (figure 1 number 7).

- a. If tight seating is ensured end measure.
- b. If the threaded connection of the spare wheel holder is loose continue to work procedure.

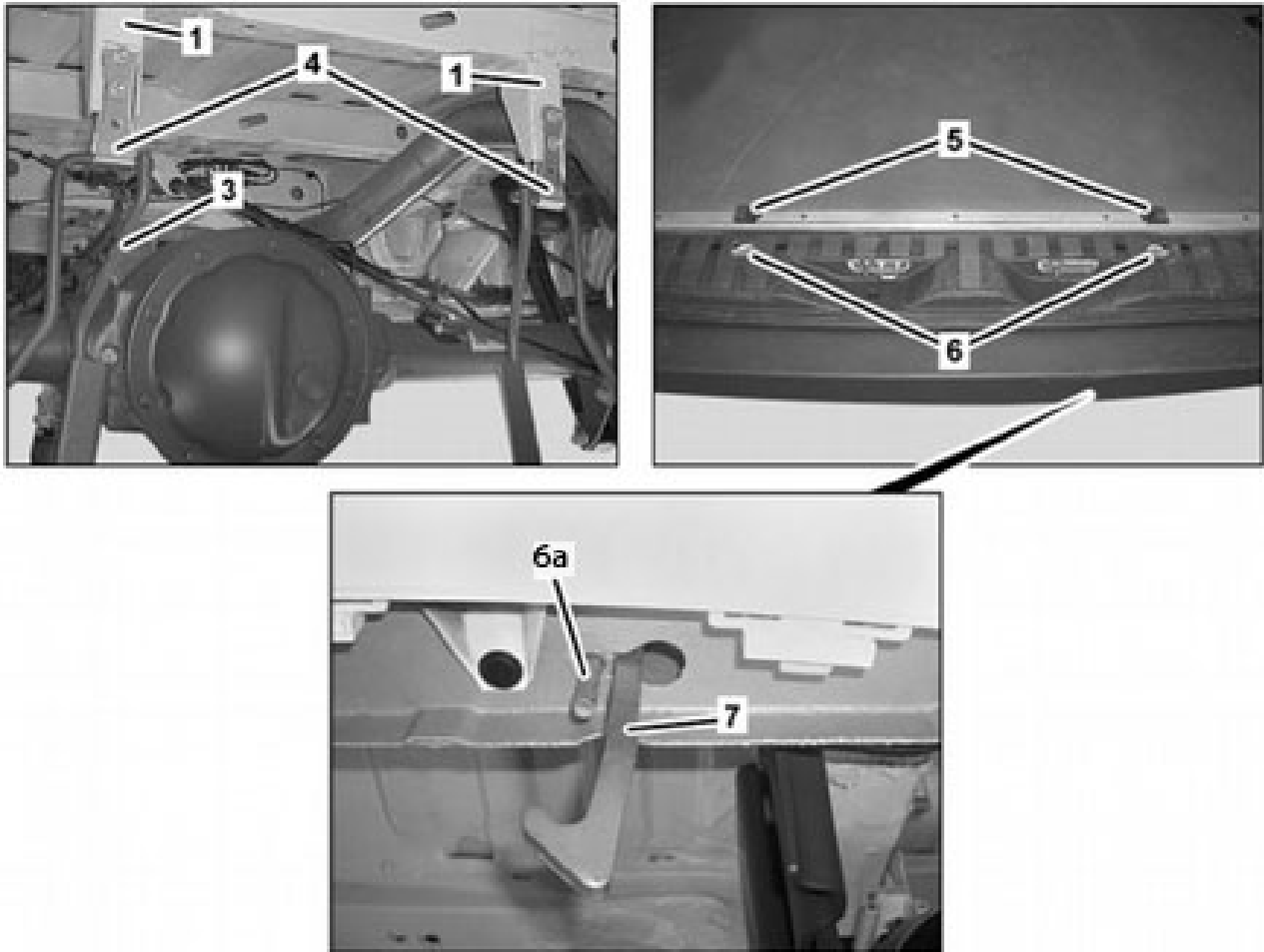


Figure 1

Procedure

1. Remove caps (Figure 1 number 5)
2. Retighten bolts (Figure 1 number 6) of spare wheel holder to cross member / longitudinal member to **23 Nm**.
Reference WIS **BA61.10-N-1002-01B**

Warranty Information**Check**

Operation: Check threaded connection of spare wheel holder (02-2167)

Damage Code	Operation Number	Labor Time (hrs.)
40 922 57 8	02-2167	0.1

Check and Repair

Operation: Check threaded connection of spare wheel holder (02-2167)
Retighten threaded connection of spare wheel holder (02-2168)

Damage Code	Operation Number	Labor Time (hrs.)
40 922 57 8	02-2167	0.1
	02-2168	0.1

**Note**

Operation Number labor times are subject to change.