

SPRINTER

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Sprinter

newschannel update

TO: : Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Michael Scott, Regulatory Mgmt and Campaigns
RE: Recall Campaign Initial Notification MY16 and MY17 906 (Sprinter) Information label for subsequent manufacturers / final stage manufacturers in combination with a folding seat	DATE: February 27, 2018

IMPORTANT NEW RECALL CAMPAIGN INFORMATION





RECALL CAMPAIGN INITIAL NOTIFICATION

February 27, 2018

Campaign No. :	Campaign Desc. :	Replace Subsequent Manufacturer Label
2018020008	PDGKLAPPSI	
<p>This is to notify you of the upcoming Recall Campaign to replace the information label regarding the unloaded vehicle weight (UVW) on approximately 17 MY16 and MY 17 Mercedes-Benz Sprinter (906) vehicles. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. All affected VINs are flagged as "PENDING" in VMI on February 28, 2018.</p>		
Background		
Issue	Daimler AG (DAG), the manufacturer of Mercedes-Benz Vans, has determined that on certain Mercedes-Benz Sprinter vehicles with folding seats (Sales Code S20) and a total permissible weight of under 10,000 lbs., the information label for subsequent manufacturers / final stage manufacturers contains incorrect information regarding the unloaded vehicle weight (UVW).	
What We're Doing	An authorized Mercedes-Benz Sprinter dealer will replace the label on the vehicles affected and check that the UVW of these vehicles is not exceeded. Pursuant to 49 C.F.R. § 577.11(e), there is no need for pre-notice reimbursement to owners since all involved vehicles remain covered under the New Vehicle Limited Warranty.	
Vehicles Affected		
Vehicle Model Year(s)	2016 and 2017	
Vehicle Model	2500, 3500	
Vehicle Populations		
Total Recall Population	17	
Dealer Inventory	8	
<p>Given this notice, it is a violation of Federal Law for a dealer to sell or lease any new MY16 and MY17 Sprinter 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 MY16 and 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 early April, 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>		

Michael Scott, Regulatory Mgmt and Campaigns Vans