

SPRINTER

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Sprinter

newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Michael Scott, DM Regulatory Management and Campaigns
RE: Recall Campaign Initial Notification MY15 - MY17 447 Mercedes-Benz Sprinters Transmission Carrier Attachment	DATE: June 4, 2018

IMPORTANT NEW RECALL CAMPAIGN INFORMATION





RECALL CAMPAIGN INITIAL NOTIFICATION

June 4, 2018

Campaign No. :	Campaign Desc. :	Transmission Carrier Attachment
TBD	PDGGETRAEG	
<p>This is to notify you of the upcoming Recall Campaign to perform a check of the bolts on all potentially affected Metris vehicles and replace the bolts if necessary on approximately 7,433 MY15-MY17 Mercedes-Benz Metris (447) 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 June 5, 2018.</p>		
Background		
Issue	<p>Daimler AG, the manufacturer of Mercedes-Benz Metris vehicles, has determined that in certain vehicles (Platform 447), the screw connection of the transmission carrier to the vehicle body may not be tightened with the specified torque. If the screw connection of the transmission carrier is not sufficiently torqued, the bolts could loosen and subsequently lose connection with the vehicle. In that event, the position of the transmission carrier and the angle of the propeller shaft to the transmission could change. If this angle exceeds a certain degree, the joint disc could be damaged and lead to its complete failure. The customer will be alerted to clear warning signs of vibrations and rattling noises during operation of the vehicle prior to such loss of power. In this case, the vehicle would remain controllable (steering and braking would not be affected). However, an increased risk of a crash cannot be ruled out.</p>	
What We're Doing	<p>An authorized Mercedes-Benz dealer will perform a check of the bolts on all potentially affected Metris vehicles and replace the bolts if necessary. Pursuant to 49 C.F.R. § 577.11(e), Daimler Vans does not plan to provide notice about pre-notice reimbursement to owners since all involved vehicles remain covered under the new vehicle warranty. The necessary work to be performed, checking the torque and conducting a possibly necessary screw exchange, is expected to take less than 1 hour.</p>	
Parts	Parts are still being verified. An additional notification will be sent when parts are available for repair.	
Vehicles Affected		
Vehicle Model Year(s)	2015 – 2017	
Vehicle Model	Metris (447 Platform)	
Vehicle Populations		
Total Recall Population	7,433	
Dealer Inventory	155	
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY15 – MY17 Metris vehicles in dealer inventory covered by this notification until the vehicle has been repaired.</p> <p>Additionally, given this notice, it is a violation of Federal Law for rental companies to rent new MY15 – MY17 Metris vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	Customer letters will be mailed in late July, 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.</p>		