

TO: Mercedes-Benz and Freightliner Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
RE: <b>Launch Recall Campaign Notification</b> <b>Model 907 (Sprinter)</b> <b>Model Years 2019</b> <b>Replace Rear-side Windows</b>	DATE: November, 2019

**IMPORTANT CAMPAIGN INFORMATION**



<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<h2>Replace Rear-side Windows</h2>
<b>2019100008</b>	<b>VS3VERGLAS</b>	
<p>This is to notify you of the upcoming <b>Recall Campaign</b> to replace the rear-side windows on approximately <b>876</b> MY19 Sprinter vehicles. 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 as “<b>Open</b>” in VMI.</p>		
<b>Background</b>		
<b>Issue</b>	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz and Freightliner vans, has determined that, due to a documentation error, certain Sprinter vehicles (VS30; Platform 907) which should have been manufactured with rear side windows in laminated safety glass, were incorrectly manufactured with single-pane safety glass on single side windows in the rear on the right-hand side or on both sides. In the event of a side impact event or vehicle rollover, the fitted side windows may not fulfil the expected ejection mitigation function and occupants in the rear of the vehicle could be ejected. This could increase the risk of injuries, especially for passengers without seat belts.</p>	
<b>What We’re Doing</b>	<p>An authorized Mercedes-Benz or Freightliner Sprinter dealer will replace affected side windows in single-pane safety glass with laminated safety glass.</p>	
<b>Parts</b>	<p><b>Parts are available to be ordered.</b></p>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	Model Year 2019	
<b>Vehicle Model</b>	VS30 Sprinter (platform 907)	
<b>Vehicle Populations</b>		
<b>Total Recall Population</b>	876	
<b>Dealer Inventory</b>	145	
<p><b>Given this notice, it is a violation of Federal Law for a dealer to sell or lease any new MY19 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 violation of Federal Law for rental companies to rent new MY19 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 late January, 2020.	
<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>		





Mercedes-Benz

Campaign No. 2019100008, November 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 907 (Sprinter), Model Year 2019**  
**Replace Side Window**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that in certain Sprinter vehicles (model series 907), a single-pane safety glass might have been installed in the rear side windows instead of the laminated safety glass that was intended. This may result in an increased risk of injury to vehicle occupants in the event of a side rollover, particularly vehicle occupants who have not fastened their seat belts. An authorized Mercedes-Benz or Freightliner dealer will check the rear side windows in the affected vehicles and replace 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 **876** vehicles are involved.

Order No. V-RC-2019100008

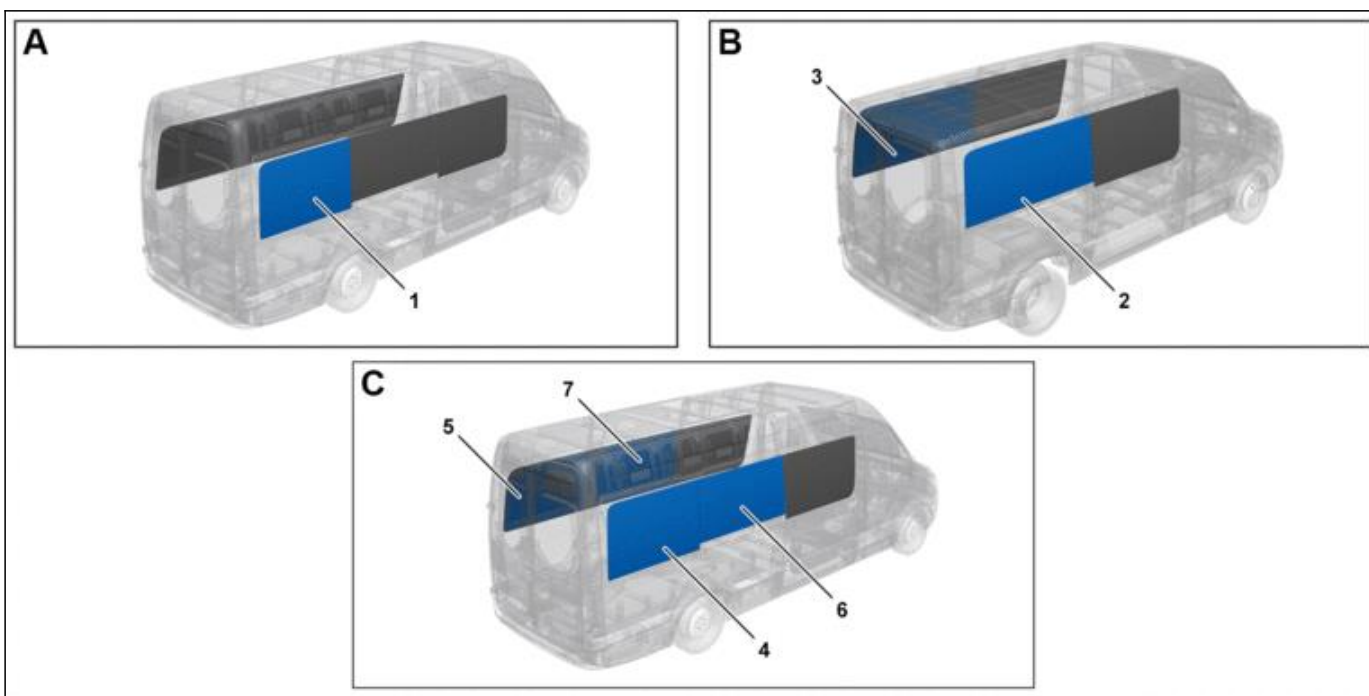
This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

# Warranty Information

## Operation items and work units

Operation number	Operation text	Labor Time (hrs.)	Damage Code
02 1511	Replace one side window	1.6 h	67 920 72 7
02 1512	Replace 2 side windows	3.0 h	67 920 72 7
02 1513	Replace 4 side windows	5.2 h	67 920 72 7

## Procedure



D67.30-A001-79

- |   |                |   |                |   |                |
|---|----------------|---|----------------|---|----------------|
| 1 | Side window(s) | 4 | Side window(s) | 6 | Side window(s) |
| 2 | Side window(s) | 5 | Side window(s) | 7 | Side window(s) |
| 3 | Side window(s) |   |                |   |                |

<b>Caution</b>	<b>Risk of injury</b> caused by scraping or cutting body parts on sharp vehicle parts	Always wear protective gloves when working on or near sharp and non-deburred vehicle parts. Deburr repair panels.	AS00.00-Z-0017-01A
<b>Topical note</b>	General notes about painting the body flange in the glazing area		AH98.00-P-9408-06A
<b>Topical note</b>	Notes on removal/installation of windows		AH67.10-P-1000-02RT
<b>Topical note</b>	Notes on carrying out repair work in the vehicle interior		AH68.00-N-0001-01S

Check			
1	Check, whether the vehicle is affected by the measure.	<p><b>i</b></p> <p>Only the entry in the "Extended VEGA Application" (EVA) system in the "Current" tab is decisive for authorized Mercedes-Benz service partners. An additional test of the affected vehicles in the workshop information system (WIS) or vehicle list is thereby not necessary.</p>	
Replace			
2.1	Replace rear right side window (1).	<p>Model 907.745 1P as of 021618 up to 100312 with code F43 (Side windows in rear laminated glass)</p> <p>Model 907.745 1T as of 000156 up to 005399 with code F43 (Side windows in rear laminated glass)</p> <p><b>i</b></p> <p>See picture A</p> <p><b>i</b></p> <p>Dispose of removed side window (1) properly. Observe the applicable legal requirements and specifications of the relevant country.</p>	AR67.30-D-2400TS
2.2	Replace side windows (2, 3) at rear left and right.	<p>Model 907.643 1P as of 049635 up to 124633 with code F43 (Side windows in rear laminated glass)</p> <p><b>i</b></p> <p>See picture B</p> <p><b>i</b></p> <p>Dispose of removed side windows (2, 3) properly. Observe the applicable legal requirements and specifications of the relevant country.</p>	AR67.30-D-2400TS

2.3	Replace left center, right center, rear left and rear right side windows (4, 5, 6, 7).	<p>Model 907.645 1P as of 058365 up to 107867 with code F43 (Side windows in rear laminated glass)</p> <p>Model 907.647 1P as of 103982 up to 120724 with code F43 (Side windows in rear laminated glass)</p> <p>Model 907.655 1P as of 054351 up to 124991 with code F43 (Side windows in rear laminated glass)</p> <p>Model 907.657 1P as of 073138 up to 125930 with code F43 (Side windows in rear laminated glass)</p> <p><b>i</b> See picture C</p> <p><b>i</b> Dispose of removed side windows (4, 5, 6, 7) properly. Observe the applicable legal requirements and specifications of the relevant country.</p>	AR67.30-D-2400TS
-----	--	--	------------------

**Parts ordering note**

Part no.	Designation	Quantity
A 000 989 49 05	Apply 1-component adhesive	As needed
A 906 673 07 00	Rear left side window (model 907.643)	1
A 906 673 10 00	Right center side window (model 907.645/647/655/657)	1
A 906 673 11 00	Left center side window (model 907.645/647/655/657)	1
A 906 673 14 00	Rear left side window (model 907.645/647/655/657)	1
A 906 673 15 00	Rear right side window (model 907.645/647/655/657/745)	1
A 906 673 06 00	Right rear side window (model 907.643 with code D03 (Roof and rear-end doors, high version))	1
A 910 673 11 01	Right rear side window (model 907.643 except code D03 (Roof and rear-end doors, high version))	1