

SPRINTER

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newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
RE: Recall Campaign Notification Model 907 (Sprinter) Model Years 2019 Screw Connection Hood Latch	DATE: October 17, 2019

IMPORTANT RECALL CAMPAIGN INFORMATION





RECALL CAMPAIGN LAUNCH NOTIFICATION

October 17, 2019

Campaign No. :	Campaign Desc. :	Screw Connection Hood Catch
201910006	VS3HAUBOSS	
<p>This is to notify you of the upcoming Recall Campaign concerning the screw connection on the upper hood catch on approximately 3,817 MY19 Mercedes-Benz Sprinter vans. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. All affected VINs will be flagged as "Open" in VMI on October 18, 2019.</p>		
Background		
Issue	<p>Daimler AG ("DAG"), the manufacturer of Mercedes-Benz Sprinter vans, has determined that, the screw connection on the upper hood catch of certain Mercedes-Benz Sprinter vehicles (VS30; Platforms 907) may not have been carried out according to specification. Depending on vehicle speed, wind resistance, aerodynamic drag and factors such as vehicle loading and road conditions, the hood could open while the vehicle is being operated. If the hood were to open while driving, it could impact the driver's field of vision, thereby increasing the risk of a crash.</p>	
What We're Doing	<p>An authorized Mercedes-Benz Sprinter dealer will check and if necessary tighten the torque of the screw connection. Any missing screws will be replaced if necessary.</p>	
Vehicles Affected		
Vehicle Model Year(s)	Model Year 2019	
Vehicle Model	Sprinter, VS30 / Platform 907	
Vehicle Populations		
Total Recall Population	3,817	
Dealer Inventory	500	
<p>Given this notice, it is a <u>violation of Federal Law</u> for a dealer to sell or lease any <u>new MY19 Sprinter vehicles in dealer inventory covered by this notification until the vehicle has been repaired.</u></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 <u>violation of Federal Law</u> for <u>rental companies</u> to rent new MY19 Sprinter vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	An owner notification letter will be mailed in early November, 2019.	
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, DVUSA is determined to maintain a high level of vehicle quality and customer satisfaction.</p>		



Mercedes-Benz

Campaign No. 2019100006, October 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 907 (Sprinter), Model Year 2019
Screw Connection Hood Catch**

Daimler AG ("DAG"), the manufacturer of Mercedes-Benz Sprinter vans, has determined that, the screw connection on the upper hood catch of certain Mercedes-Benz Sprinter vehicles (VS30; Platforms 907) may not have been carried out according to specification. Depending on vehicle speed, wind resistance, aerodynamic drag and factors such as vehicle loading and road conditions, the hood could open while the vehicle is being operated. If the hood were to open while driving, it could impact the driver's field of vision, thereby increasing the risk of a crash. An authorized Mercedes-Benz Sprinter dealer will check and if necessary tighten the torque of the screw connection. Any missing screws will be replaced 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 **3,817** vehicles are involved.

Order No. V-RC- 2019100006

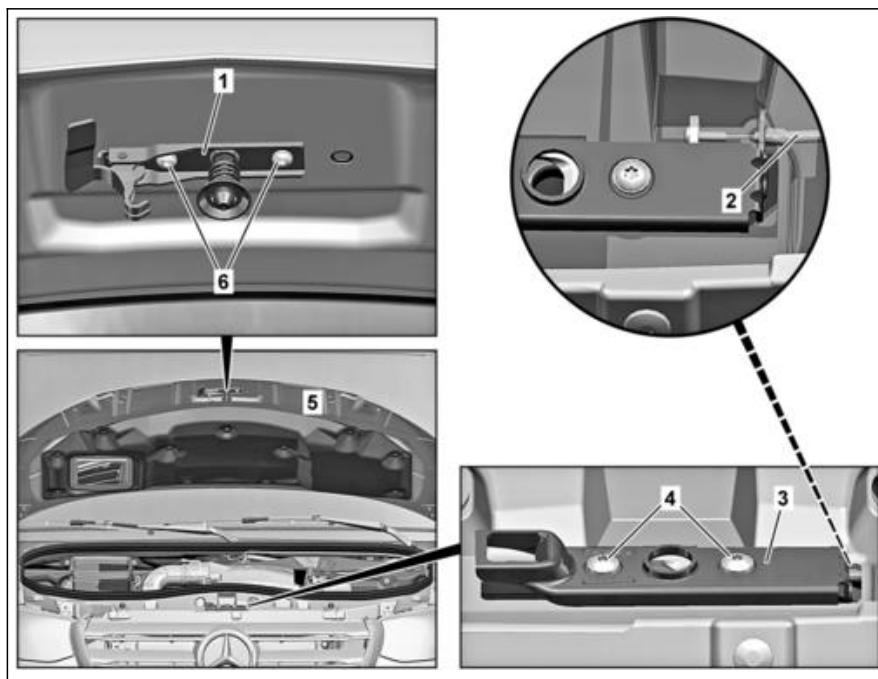
This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

Warranty Information

Operation items and work units

Operation number	Operation text	Labor Time (hrs.)	Damage Code
02 1582	Check 2 screws on the hood catch, retighten	0.2	88 922 52 7

- 1 Hood catch upper section
- 6 Bolts



D88.40-1130-06

Procedure

Warning	Risk of injury caused by fingers being jammed or pinched when removing, installing or aligning hoods, doors, trunk lid/rear-end door or sliding roof.	No parts of the body or limbs should be within the operating area when the components are moving.	AS00.00-Z-0011-01A
Check			
1	Check whether vehicle is affected by measure.	Affected vehicles: Model 907.### #P as of 000564 up to 138412 For authorized Mercedes-Benz service partners, only the entry in the "Extended VEGA Application" (EVA) system, in the "Current" tab, is decisive. An additional test of the affected vehicles in the workshop information system (WIS) or vehicle list is thereby not necessary.	SM88.40-D-0017-01AAA SM88.40-D-0017-01AAB

2	Check whether the screws (6) are present.	If a screw (6) are not present, ↓ screw in missing screw (6) subsequently by hand.	
Retighten Screws			
3	Retighten screws (6).	Bolt, upper section of hood catch to hood	BA88.40-N-1003-01TS

Nm Engine hood

Number	Designation	Model 907
BA88.40-N-1003-01TS	Bolt, upper section of hood catch	8Nm

Parts ordering note

Part no.	Designation	Quantity
N 000000 001475	Screw, upper part of hood catch	As needed