

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 Lashing Rails	DATE: April 1, 2020

IMPORTANT CAMPAIGN INFORMATION



Campaign	Campaign Desc. :	<h1>Lashing Rails</h1>
2020020018	VS3ZUSCHI	
<p>This is to notify you of the upcoming Recall Campaign concerning the lashing rails in the load compartment on approximately 155 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.</p>		
Background		
Issue	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Sprinter vans (platform 907 (VS30)), the lashing rails on the left and right side walls were not installed according to manufacturing specifications. As a result, the lashing rails may not have a sufficient amount of adhesive and/or an incorrect positioning of the adhesive and lack the activator necessary for the adhesive to fully cure. If the lashing rails were not installed per specification, over time, the lashing rails could separate from the side walls of the vehicle, which could lead to the items being transported to become unsecured and shift inside the cargo compartment while the vehicle is operating, increasing the risk of a crash.</p>	
What We're Doing	<p>An authorized Mercedes-Benz dealer will affix the lashing rails to the side walls in the vehicle loading compartment of the affected vehicles in accordance with the manufacturing specifications.</p>	
Parts	<p>Parts are available for ordering.</p>	
Vehicles Affected		
Vehicle Model Year(s)	Model Year 2019	
Vehicle Model	Sprinter, VS30 / Platform 907	
Vehicle Populations		
Total Recall	155	
Dealer Inventory	18	
<p>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.</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 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 late March 2020.	
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, we are determined to maintain a high level of vehicle quality and customer satisfaction.</p>		





Mercedes-Benz

Campaign No. 2020020018, March 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 907 (Sprinter), Model Year 2019**
Tie-down Rails

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Sprinter vans (platform 907 (VS30)), the lashing rails on the left and right side walls were not installed according to manufacturing specifications. As a result, the lashing rails may not have a sufficient amount of adhesive and/or an incorrect positioning of the adhesive and lack the activator necessary for the adhesive to fully cure. If the lashing rails were not installed per specification, over time, the lashing rails could separate from the side walls of the vehicle, which could lead to the items being transported to become unsecured and shift inside the cargo compartment while the vehicle is operating, increasing the risk of a crash. An authorized Mercedes-Benz dealer will affix the lashing rails to the side walls in the vehicle loading compartment of the affected vehicles in accordance with the manufacturing specifications.

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 155 vehicles are involved.

Order No. V-RC- 2020020018

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.

Operation no. of the operation texts or standard texts and flat rates

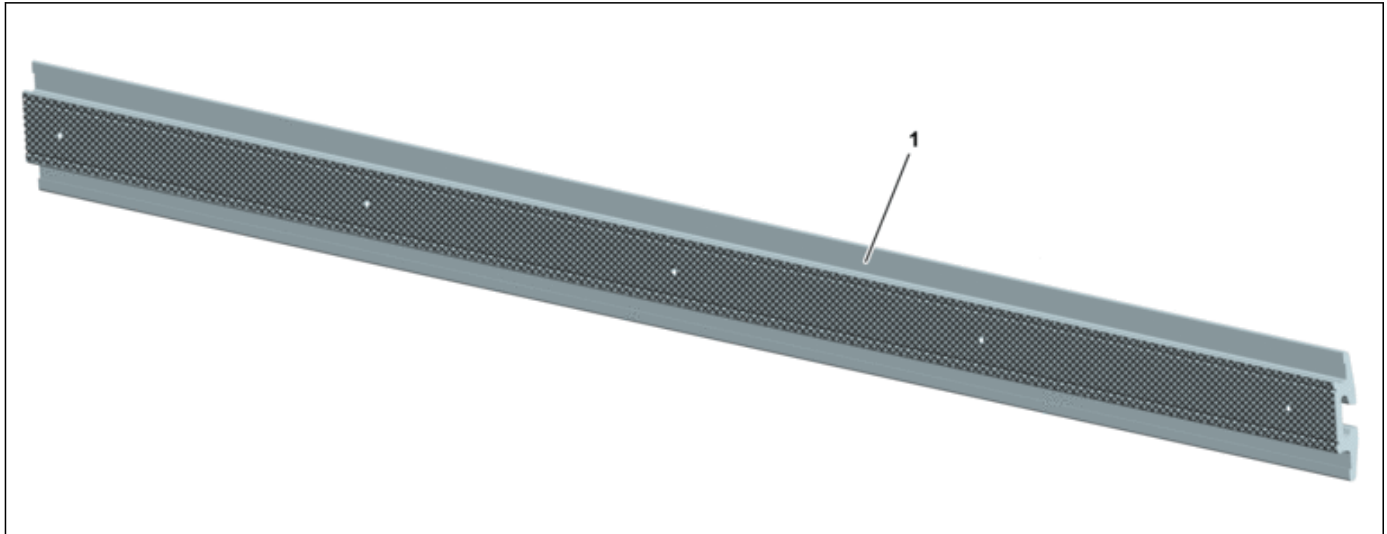
Op. no.	Operation text	Flat rate (medium wheelbase) (hrs.)	Damage Code	Flat rate (long wheelbase) (hrs.)
02 1673	Operations: Re-attach 3 center tie-down rails on side wall	2.2	60 940 56 7	2.4
02 1674	Operations: Re-attach 6 center and upper tie-down rails on side wall	4.0	60 940 56 7	4.3
02 1675	Operations: Extra work for refastening 6 tie-down rails in center and at top on side wall on vehicle with load compartment trim	0.3	60 940 56 7	0.5

Shown on model 907.6 with code VA2 (load compartment interior trim up to roof height (wood))

- 1 Tie-down rail
- 2 Tie-down rail










D68.50-A025-06


















D68.50-1161-78

Shown on tie-down rail (1) with code V42 (Side wall to belt rail tie-down rails)

1 Tie-down rail

 Danger	Risk of explosion from aluminum grinding dust, risk of injury to respiratory system from inhaling dust	Wear dust filter mask, safety glasses and protective gloves. Use a suitable, grounded dust extraction system.	AS60.00-Z-0007-01N
 Warning	Risk of injury. Skin or eye injuries may result when handling hot or glowing objects.	Wear protective gloves, protective clothing and safety glasses, if necessary.	AS00.00-Z-0002-01A
 Caution	Risk of injury 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
Topical note	Notes on carrying out repair work in the vehicle interior		AH68.00-N-0001-01S
Topical note	Pretreatment of bonding surfaces		AH60.00-P-0008-01SX
	Check		
1	Check, whether the vehicle is affected by the measure.	 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.	
	Remove		
2	Remove all load compartment trim between tie-down rails (1) at the top and tie-down rails (2) at the center.	Model 907.6 with code VC4 (Tie-down rails on side wall to roof frame)	AR68.30-D-1185TS
			

3	Drill out rivets of all installed tie-down rails (1, 2).	 The number of rivets can vary depending on the given vehicle length.	
4	Remove drilling chips.		
5	Use heat gun to heat all tie-down rails (1, 2). 000 588 00 84 00 Heat gun	 Hold heat gun directly at tie-down rail (1) and/or tie-down rail (2) and avoid excess heat at adjacent component parts. Otherwise, the adjacent components and the paintwork may be damaged.	WS54.00-P-0049B
6	Pry off all tie-down rails (1, 2) from body using suitable wedges.	 Continuously readjust wedges to maintain preload.	
7	Remove adhesive residue from body using a suitable tool.		
8	Repair paint damage.	 Use only primer filler and paints approved by Daimler AG: https://xentryportal.i.daimler.com	
	Install		
9	Remove adhesive residue from tie-down rails (1, 2) using a suitable tool and grind mating surfaces in crosshatched areas.	 WIS Service Media wsm://04_201800_64	
10	Apply activator immediately to ground mating surfaces in crosshatched areas.	Körabond activator HG81	BR00.45-Z-1172-02A
11	Allow the activator to flash off.	 A flash-off time of at least 10 min and max. 24 h up to adhesive application must be complied with. Activator must be applied again to the bonding surface if adhesive application takes place after 24 h.	

12	Apply adhesive to tie-down rails (1, 2).	<p> Apply adhesive at a gap of 1 cm to the outer edges (right and left). Disconnect the adhesive bead at the rivet holes of the tie-down rails (1, 2) for approx. 1 cm. This prevents adhesive extrusion in the visible area.</p> <p> The maximum setting time after applying the adhesive to the tie-down rails (1, 2) is 5 min.</p> <p> Adhesive bead diameter should be approx. 6 mm. Apply the adhesive in the center of the mating surfaces of the tie-down rails (1, 2).</p> <p> WIS Service Media wsm://04_201800_63 Körapur 140 white</p>	BR00.45-Z-1158-02A
13	Moisten adhesive beads with water.	<p> Apply only fine spraying fog.</p>	
14	Position tie-down rails (1, 2) on body and rivet.	<p> Helper required.</p> <p> The full strength of the tie-down rails (1, 2) is guaranteed after approx. 7 days curing time of the adhesive.</p>	
15	Install all load compartment trim between tie-down rails (1) at the top and tie-down rails (2) at the center.	Model 907.6 with code VC4 (Tie-down rails on side wall to roof frame)	AR68.30-D-1185TS
			

Repair materials

Number	Designation	Order number
BR00.45-Z-1158-02A	Körapur 140 white	A 009 989 17 71 09
BR00.45-Z-1172-02A	Körabond activator HG81	A 001 986 90 71 09

Parts ordering note

Part no.	Designation	Quantity
A 003 990 27 97	Rivet	As needed