

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
RE: Initial Recall Campaign Notification Model 907 (Sprinter) Model Years 2019 Lashing Rails	DATE: January 13, 2020

IMPORTANT CAMPAIGN INFORMATION



Campaign	Campaign Desc. :	Lashing Rails
N/A	PDGZUSCHI	
<p>This is to notify you of the upcoming Recall Campaign concerning the lashing rails in the load compartment on approximately 163 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 "Pending" 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 still being verified. An additional notification will be sent when parts are available for repair.</p>	
Vehicles Affected		
Vehicle Model Year(s)	Model Year 2019	
Vehicle Model	Sprinter, VS30 / Platform 907	
Vehicle Populations		
Total Recall	163	
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 early February 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>		

