

TO: Mercedes-Benz and Freightliner 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 Flange Connection	DATE: March 10, 2020

IMPORTANT CAMPAIGN INFORMATION



Campaign	Campaign Desc. :	Flange Connection
2020030006	PDGFLABIND	
<p>This is to notify you of the upcoming Recall Campaign concerning the flange connection between the exhaust gas turbocharger and the diesel particulate filter on approximately 4,385 MY19 Mercedes-Benz and Freightliner 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 and Freightliner vans, has determined that on certain Sprinter vehicles from platform 907 (VS30), the flange connection between the exhaust gas turbocharger and the exit to the diesel particulate filter may not have been attached properly. If the flange connection is not attached properly, high-temperature exhaust gas could potentially leak into the engine compartment, increasing the risk of a potential thermal reaction as well as thermal damage to the immediately surrounding components.</p>	
What We're Doing	<p>An authorized Mercedes-Benz or Freightliner Sprinter dealer will replace the flange seals and will apply the correct torque to the screw connection.</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	4,385	
Dealer Inventory	207	
<p style="text-align: center;">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 style="text-align: center;">Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p> <p style="text-align: center;">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 DVUSA fleet representative for further information and next steps. For repairs, please contact your preferred DVUSA dealer.	
<p style="text-align: center;">While we regret any inconvenience this may cause, we are determined to maintain a high level of vehicle quality and customer satisfaction.</p>		

