

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>Recall Campaign Notification</b> <b>Model 907 (Sprinter)</b> <b>Model Years 2019</b> <b>Steering Column Cover</b>	DATE: April 22, 2020

## IMPORTANT CAMPAIGN INFORMATION



Campaign	Campaign Desc. :	Steering Column Cover
2020030022	VS3VERKLE	
<p>This is to notify you of the <b>Recall Campaign</b> concerning the steering column cover on approximately <b>25</b> MY19 Mercedes-Benz and Freightliner Sprinter vans. 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 "OPEN" 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 on certain Sprinter vehicles of platform 907 (VS30), the cover for the casing pipe of the steering column was not installed. If the steering column casing cover is not installed, small vehicle components near the steering column such as nuts and screws could enter the steering column area in the event they were loose. Additionally, it is possible that small objects (e.g. small pieces cut-off from cable ties) out of the production and assembly process could enter the steering column area. If any such small objects were to enter the concerned space, it is possible that steering operation could be affected, thereby increasing the risk of a crash.</p>	
<b>What We're Doing</b>	<p>An authorized Mercedes-Benz or Freightliner Sprinter dealer will renew the steering column by replacing it against the intended variant including the cover.</p>	
<b>Parts</b>	<p><b>Parts are available.</b></p>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	Model Year 2019	
<b>Vehicle Model</b>	Sprinter, VS30 / Platform 907	
<b>Vehicle Populations</b>		
<b>Total Recall</b>	25	
<b>Dealer Inventory</b>	4	
<p style="text-align: center;"><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 style="text-align: center;"><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</b></p> <p style="text-align: center;"><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 April, 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. 2020030022, April 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 907 (Sprinter), Model Year 2019**  
**Steering Column Cover**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vans, has determined that on certain Sprinter vehicles, the cover for the casing pipe of the steering column was not installed. If the steering column casing cover is not installed, small hardware could enter the steering column area. Additionally, it is possible that small objects (e.g. cable ties ends) from the production and assembly process could enter the steering column area. If any such small objects were to enter the subject space, it is possible that steering operation could be affected, thereby increasing the risk of a crash. An authorized Mercedes-Benz Sprinter dealer will replace the steering column with the intended variant that includes the cover.

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.

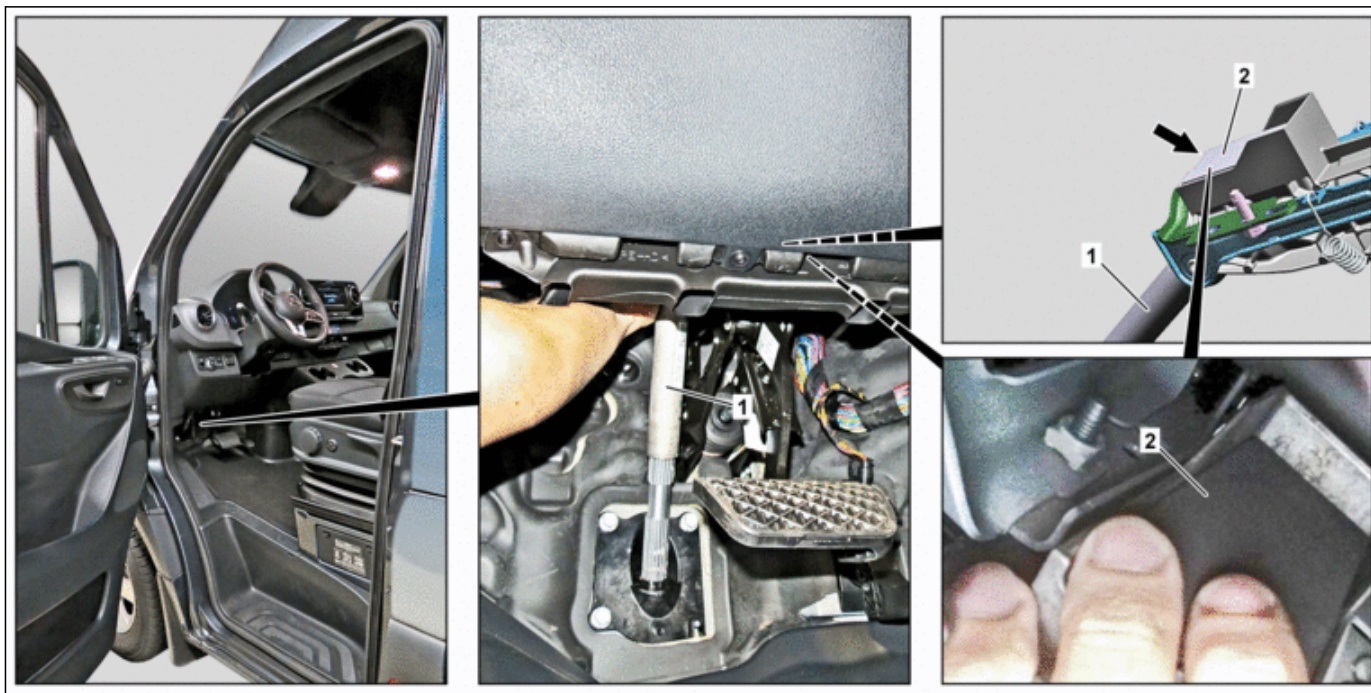
Approximately **25** vehicles are involved.

Order No. V-RC-2020030022

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**

<b>Op. no.</b>	<b>Description</b>	<b>Time (hr)</b>	<b>Damage Code</b>
02 1731	Operations: Check steering column	0.1	46 922 52 7
02 1732	Operations: Replace steering column (after check)	1.6	46 922 52 7
02 2726	Operations: Disconnect/connect ground line of on-board electrical system battery (when working on veh.)	0.2	46 922 52 7
02 2727	Operations: Disconnect/connect ground line of on-board electrical system battery (when working on veh.) with code E30	0.1	46 922 52 7
02 2694	Operations: Disconnect/connect ground line of auxiliary battery for park pawl emergency shift mode (when working on veh.)	0.1	46 922 52 7



D46.10-A004-79

1 Steering column

2 Cover

☐	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>	
2	Check whether the cover (2) is installed.	<p><b>i</b></p> <p>To do so, grasp under the instrument panel by hand from the driver footwell and determine whether the cover (2) is installed. The foam-type cover (2) is soft and can be easily deformed with fingers (arrow).</p> <p>If the cover (2) is installed, ↓ end the measure.</p> <p>If the cover (2) is not installed, ↓ Replace the steering column.</p>	AR46.10-D-0400TS

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**Parts ordering note**

<b>Part no.</b>	<b>Designation</b>	<b>Quantity</b>
A 907 460 44 02	Steering column	1
A 126 990 03 12	Screw, steering wheel	1
A 907 990 00 00	Steering shaft screw	1
A 000 823 02 45	Retaining clip	1