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| TO: Mercedes-Benz and Freightliner 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 Information Label on Spare Wheel | DATE: May 14, 2020 |

IMPORTANT CAMPAIGN INFORMATION



| Campaign | Campaign Desc. : | Information Label on Spare Wheel |
|---|--|----------------------------------|
| 2020040012 | VS3BEGRESS | |
| <p>This is to notify you of the upcoming Recall Campaign concerning the information label on spare wheel on approximately 289 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 "Open" 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 spare wheel label lists the maximum speed with a metric speed of 55 kilometers per hour (kph) when it should indicate a maximum speed of 34 miles per hour (mph). As a result, the driver could misinterpret the metric speed listed on the spare wheel as indicating miles per hour and operate the vehicle with the spare wheel at higher speeds than the tire can withstand, potentially increasing the risk of a crash. There is no issue with the performance of the tire itself.</p> | |
| What We're Doing | <p>An authorized Mercedes-Benz or Freightliner Sprinter dealer will remove the label with the maximum metric speed specification and replace it with the label with the correct maximum speed information indicated in miles per hour.</p> | |
| Parts | Parts are available. | |
| Vehicles Affected | | |
| Vehicle Model Year(s) | Model Year 2019 | |
| Vehicle Model | Sprinter, VS30 / Platform 907 | |
| Vehicle Populations | | |
| Total Recall | 289 | |
| Dealer Inventory | 49 | |
| <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 mid May, 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>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. 2020040012, May 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 907 (Sprinter), Model Year 2019**
Speed Limitation Label

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz and Freightliner vans, has determined that on certain Sprinter vehicles from platform 907 (VS30), the spare wheel label lists the maximum speed with a metric speed of 55 kilometers per hour (kph) when it should indicate a maximum speed of 34 miles per hour (mph). As a result, the driver could misinterpret the metric speed listed on the spare wheel as indicating miles per hour and operate the vehicle with the spare wheel at higher speeds than the tire can withstand, potentially increasing the risk of a crash. There is no issue with the performance of the tire itself. An authorized Mercedes-Benz or Freightliner Sprinter dealer will remove the label with the maximum metric speed specification and replace it with the label with the correct maximum speed information indicated in miles per hour.

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 **289** vehicles are involved.

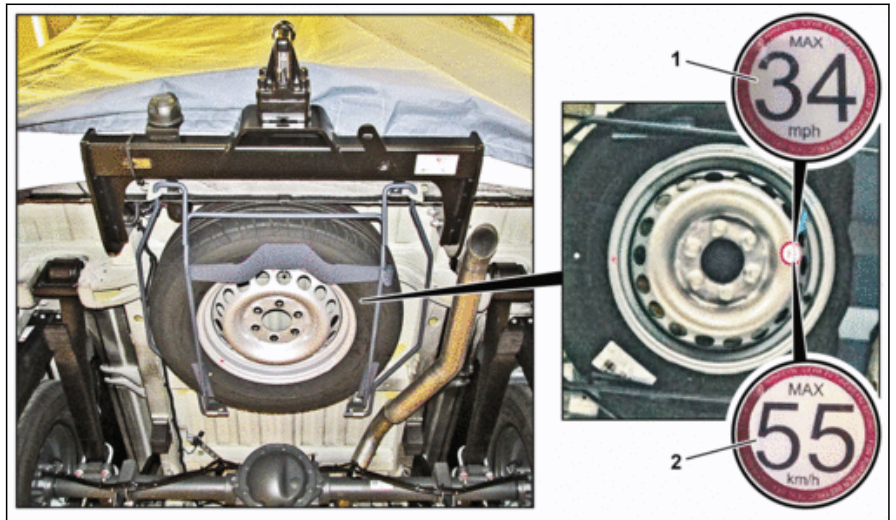
Order No. V-RC-2020040012

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 | Time | Damage Code |
|--|----------------|--|-------------|--------------------|
| | 02 1769 | Operations: Replace information label on spare wheel | 0.3 h | 58 917 60 7 |

- 1 *Information label (MAX 34 mph)*
- 2 *Information label (MAX 55 km/h)*



D40.00-A000-75

| | | | |
|---------------------|--|---|--------------------|
| ⚠ Danger | Risk of death caused by vehicle slipping or toppling off of the lifting platform. | Align vehicle between vehicle lift columns and position the four support plates at the vehicle lift support points specified by the vehicle manufacturer. | AS00.00-Z-0010-01A |
| Topical note | Information on tires / rims | | AH40.10-P-9411-01A |
| Topical note | General information on rim / tire conversions | | AH40.10-P-1050-01A |

| | | | |
|--|---|--|--|
|  | Check | | |
| 1 | Check, whether the vehicle is affected by the measure. |  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. | |
| 2 Topical note  | Raise vehicle. Special instructions for lifting and supporting vehicle | | AH00.60-N-0100-01TS AR00.60-D-1000-04TS |
| | Replace | | |
| 3  | Replace information label (2). 000 588 00 84 00 Heat gun |  Bonding surface must be absolutely free of dust and grease. Otherwise, a sufficient degree of adhesion cannot be assured.  To do so, remove information label (2) (MAX 55 km/h) and stick information label (1) (MAX 34 mph) onto spare wheel.  Remove information label (2) using a suitable tool (e.g. heat gun) and remove any adhesive residue with a suitable cleaning agent. Stick new information label (2) onto same position. | WS54.00-P-0049B |
| 4  | Lower vehicle. | | AR00.60-D-1000-04TS |

Parts ordering note

| Part no. | Designation | Quantity |
|-----------------|-------------------------------|----------|
| A 906 584 50 12 | Speed limit information label | 1 |