

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>Tire Running Direction</b>	DATE: April 27, 2020

## **IMPORTANT CAMPAIGN INFORMATION**



Campaign	Campaign Desc. :	Tire Running Direction
2020040014	VS3LAUFRI	
<p>This is to notify you of the <b>Recall Campaign</b> concerning the rotational direction of the tires on approximately <b>54</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 from platform 907 (VS30) with factory-equipped winter tires, the winter tires may not have been installed on the correct side of the vehicle in accordance with manufacturing specifications. As a result, in certain weather conditions, such as on wet roads or in snow, the driving characteristics of the vehicle and the traction of the tire, including water dispersal from the tire, could be affected. Insufficient water drainage from the tires could affect driving performance and tire traction and therefore increase the risk of a crash.</p>	
<b>What We're Doing</b>	<p>An authorized Mercedes-Benz or Freightliner Sprinter dealer will check the respective rotational direction of the tires on the affected vehicles and, if required, implement them if necessary.</p>	
<b>Parts</b>	<p><b>Parts are not necessary.</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>	54	
<b>Dealer Inventory</b>	0	
<p><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><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</b></p> <p><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 early May, 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. 2020040014, April 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 907 (Sprinter), Model Year 2019**  
**Tire Running Direction**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz and Freightliner vans, has determined that on certain Sprinter vehicles from platform 907 (VS30) with factory-equipped winter tires, the winter tires may not have been installed on the correct side of the vehicle in accordance with manufacturing specifications. As a result, in certain weather conditions, such as on wet roads or in snow, the driving characteristics of the vehicle and the traction of the tire, including water dispersal from the tire, could be affected. Insufficient water drainage from the tires could affect driving performance and tire traction and therefore increase the risk of a crash. An authorized Mercedes-Benz or Freightliner Sprinter dealer will check the respective rotational direction of the tires on the affected vehicles and, if required, implement them if necessary.

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 **54** vehicles are involved.

Order No. V-RC-2020040014

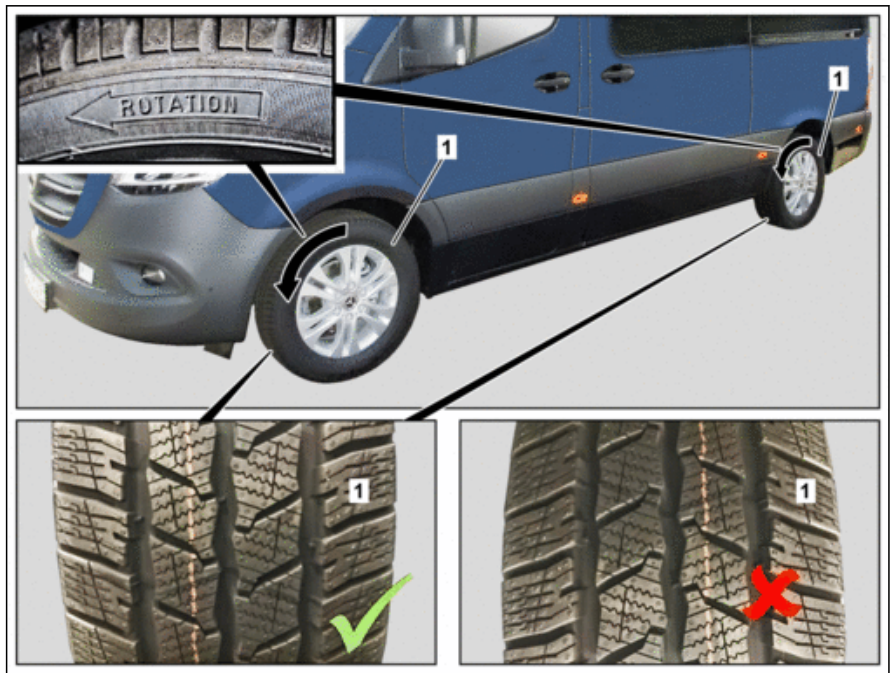
This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

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






Category	Op. no.	Operation text	Time	Acc. no.	Code
L	02 1800	Operations: Check running direction of tires	---	40 922 63	VS3LAUFRI
L	02 1801	Operations: Remove/install 4 wheel and tire assemblies (after check)	---	40 922 63	VS3LAUFRI
L	02 1539	Operations: Extra work for: Remove/install 4 wheel and tire assemblies for installation with wheel lift dolly	---	40 922 63	VS3LAUFRI
L	02 1807	Operations: Remove/install one tire (wheel and tire assemblies removed)	---	40 922 63	VS3LAUFRI
L	02 1802	Operations: Remove/install 2 tires (wheel and tire assemblies removed)	---	40 922 63	VS3LAUFRI

**Shown on model 907, left side of vehicle**

1 Tires



D40.10-A005-76

 <b>Danger</b>	<b>Risk of death</b> 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
<b>Topical note</b>	Information on tires / rims		AH40.10-P-9411-01A
<b>Topical note</b>	General information on rim / tire conversions		AH40.10-P-1050-01A
<b>Topical note</b>	Notes on lug bolts		AH40.10-N-1005-01A
	<b>Check</b>		
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	Check running direction of tires (1) on vehicle.	 Pay attention to alignment of tire profiles and running direction arrows. If the running direction is correct on all tires (1), ↓ end the measure. If the running direction is incorrect on one or more tires (1), ↓ Continue with operation step 3.	
	<b>Remove</b>		
3	Raise vehicle.		
<b>Topical note</b>	Special instructions for lifting and supporting vehicle		AH00.60-N-0100-01TS AR00.60-D-1000-04TS
 <b>AR</b>			

<p>4</p> <p>AR</p> <p>AR</p>	<p>Correct running direction of affected tires.</p>	<p><b>i</b>  To do so, detach the wheels and rotate between the sides of the vehicle or axles so that the running direction is correct again. Then mount the wheels again.</p> <p>If the tires (1) of the wheels to be replaced on both axles exhibit uneven wear,  ↓  replace the tires (1) of the respective axle.</p> <p>If the running direction of the wheels cannot be corrected by rotation,  ↓  continue with operation step 5.</p>	<p>AR40.10-D-1100TS</p> <p>AR40.10-D-1030TS</p>
<p>5</p> <p>AR</p>	<p>Correct running direction of affected tire (1).</p>	<p>If rotation of the wheels does not provide a remedy.</p> <p><b>i</b>  To do so, remove the tire (1) and mount again with the correct running direction.</p>	<p>AR40.10-D-1030TS</p>
<p>6</p> <p>AR</p>	<p>Lower vehicle.</p>		<p>AR00.60-D-1000-04TS</p>

**Parts ordering note**

Part no.	Designation	Quantity
	Tires (tire make Continental, LT 245/75 R16)	As needed
	Valve (see XENTRY parts information)	As needed