

TO: Mercedes-Benz and Freightliner Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
<b>RE: Initial Recall Campaign Notification</b> <b>Model 907 (Sprinter)</b> <b>Model Years 2019</b> <b>Install Leaf Spring Shims</b>	DATE: August 4, 2020

## **IMPORTANT RECALL CAMPAIGN INFORMATION**

Please see the attached documents related to the campaign listed above



Campaign	Campaign Desc. :	Install Leaf Spring Shims
2020080002	PDGLEFSPRI	
<p>This is to notify you of the upcoming <b>Recall Campaign</b> concerning the installation of the leaf spring shims on approximately <b>26</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 "PENDING" 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 Mercedes-Benz Sprinter vehicles of platform 907 (VS30) on the left and right side an incorrect leaf spring shim was installed between the rear axle and the leaf springs. For the affected vehicles with the incorrect leaf spring shim mounted, it cannot be completely ruled out that there could be negative effects on the driving behavior in highly dynamic driving situations. In a worst-case scenario, this could increase the risk of a crash.</p>	
<b>What We're Doing</b>	<p>MBUSA/DVUSA will conduct a voluntary recall campaign. An authorized Mercedes-Benz or Freightliner Sprinter dealer will replace the leaf spring shims on both the left and right sides, renew the spring brackets and its screwing, check the rubber buffers for wear, replace them if necessary, and then adjust the headlamps to the new zero position.</p>	
<b>Parts</b>	<p>Parts are still being verified. An additional notification will be sent when parts are available for repair.</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>	26	
<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 mid-September, 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 MBUSA/DVUSA fleet representative for further information and next steps. For repairs, please contact your preferred Sprinter 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>		

