TO: Mercedes-Benz 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 Chassis update on 3.88T Vehicles	DATE: August, 2020

IMPORTANT CAMPAIGN INFORMATION

Mercedes-Benz USA, LLC A Mercedes-Benz AG Company



Campaign No. :	Campai	gn Desc. :		
2020080003	PDGF	AHRBA	Chassis update on 3.88t Vehicles	
This is to notify you of the upcoming Recall Campaign concerning the chassis update on 3.88t vehicles on approximately <u>3</u> MY19 Mercedes-Benz Sprinter vans. The recall campaign will be visible on the <u>www.safercar.gov</u> website and may generate questions from customers. All affected VINs will be flagged as "PENDING" in VMI.				
Background				
Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain Mercedes-Benz Sprinter vehicles from platform 907 (VS30) with a permissible total weight of 3.88t, a chassis was installed during the production start-up phase without an additional stabilization stage. This could lead to negative driving behavior effects in highly dynamic driving situations which could increase the risk of a crash.			
What We're Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will upgrade the chassis on the affected vehicles by replacing the stabilizers on the front axle and by replacing the shock absorbers and installing stabilizers on the rear axle.			
Parts	Parts are still being verified. An additional notification will be sent when parts are available for repair.			
Vehicles Affected				
Vehicle Model Year(s)	Model Year			
Vehicle Model	Vehicle Model Sprinter, VS30 / Platform 907			
Vehicle Populations				
Total Recall Population	3			
Dealer Inventory	0			
Given this notice, it is <u>a violation of Federal Law</u> for a dealer to sell or lease any <u>new</u> MY19 Sprinter vehicles in dealer inventory covered by this notification until the vehicle has been repaired.				
Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.				
Additionally, given this notice, it is <u>a violation of Federal Law</u> for <u>rental companies</u> to rent new MY19 Sprinter vehicles covered by this notification until the vehicle has been repaired.				
Next Steps/Notes				
Customer Notification Timeline		An owner notif	ication letter will be mailed in mid-September, 2020.	
AOMS/SOMS AOMs – This rect notice to your of			call may generate questions from your dealers. Please forward this dealers ASAP.	
Rental Fleet Partners MBUSA fleet re		MBUSA fleet	affect vehicles in your fleet. Please contact your respective representative for further information and next steps. For repairs, your preferred MBUSA dealer.	
While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction.				

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