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| TO: Mercedes-Benz Principals, Freightliner Principals, General Managers, Sales Managers, Service Managers, Parts Managers | FROM: Anthony Washington, Department Manager, Regulations and Certifications |
| Re: Launch Recall Campaign Notification Model 906, 907 (Sprinter) Model Years 2015-2020 Inspect Power Steering Hose Clamps | DATE: December, 2020 |

IMPORTANT RECALL CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above



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| Campaign No. : | Campaign Desc. : | Inspect Power Steering Hose Clamps |
| 2020120007 | NV3LETULPE | |
| <p>This is to notify you of a new Recall Campaign concerning the inspection of the power steering hose clamps on approximately 46,776 MY15-20 Mercedes-Benz & 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 Mercedes-Benz and Freightliner Sprinter vehicles with 907 (VS30) and 906 (NCV3) platforms, the hydraulic power steering return line hoses might detach at their connection points under certain operating conditions which may cause hydraulic fluid to leak, resulting in the loss of power steering assist. If the hydraulic power steering hose detaches, the driver will still have manual steering functionality, but increased steering effort is needed, particularly at low speeds. Sudden loss of power steering as well as the loss of hydraulic steering fluid to the road surface could increase the risk of a crash.</p> | |
| What We’re Doing | <p>MBUSA/DVUSA is conducting a voluntary recall. An authorized Mercedes-Benz or Freightliner Sprinter dealer will check the return line connections of the power steering system and if needed, install the respective new replacement clamp.</p> | |
| Parts | <p>Parts will be available starting Mid-January 2021 *Please note, not all vehicles will require part replacement. Inspect vehicle first before ordering parts*</p> | |
| Vehicles Affected | | |
| Vehicle Model Year(s) | Model Year 2015-2020 | |
| Vehicle Model | Sprinter, NCV3/VS30, Platform 906, 907 | |
| Vehicle Populations | | |
| Total Recall | 46,776 | |
| Dealer Inventory | 1,110 | |
| <p>Given this notice, it is a violation of Federal Law for a dealer to sell or lease any new 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 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 late December 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 MBUSA/DVUSA fleet representative for further information and next steps. For repairs, please contact your preferred MBUSA/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> | | |

