

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
<b>RE: Initial Recall Campaign Notification Model 907 (Sprinter) Model Years 2019 Replace Hood and Install Headlamp Cover</b>	DATE: January, 2021

## IMPORTANT CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above



<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	Replace Hood and Install Headlamp Cover
2021010005	VS3SCHAUBE	
<p>This is to notify you of the upcoming <b>Recall Campaign</b> concerning the engine hood and headlamp cover on <b>1</b> MY19 Mercedes-Benz Sprinter van. 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 vans, has determined that a single MY19 Sprinter vehicle has an engine hood that was installed outside of the manufacturing specifications. In addition, the cover to the headlamp horizontal adjustment cover was not installed. Due to the installation of an engine hood outside the specification, in the event of a crash, the potential that the hood could make contact with the windshield and enter the passenger compartment cannot be ruled out, increasing the risk of injury to occupants. In addition, the lack of the cover of the horizontal adjustment mechanism of the LED headlamps would give access to an adjustment option, which according to U.S. FMVSS 108 is not permitted.</p>	
<b>What We're Doing</b>	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz Sprinter dealer will replace the engine hood as well as check the settings of the headlamps and install the cover for the horizontal adjustment mechanism on the affected vehicle.</p>	
<b>Parts</b>	<b>Parts are Available</b>	
<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 Population</b>	<b>1</b>	
<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 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 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 February, 2021	
<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 fleet representative for further information and next steps. For repairs, please contact your preferred MBUSA dealer.	
<p>While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction.</p>		

