

News Channel Update | Vans Customer Service and Parts

TO: Mercedes-Benz Principals, Freightliner Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
Re: Initial Recall Campaign Notification Models 907 (Sprinter) Model Years 2019-2020 Brake Pedal Bearing Block	DATE: March, 2021

IMPORTANT RECALL CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above



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Campaign No. :	Campaign Desc. :	Brake Pedal Bearing Block
2021030018	PDGBREBOL	
<p>This is to notify you of an upcoming Recall Campaign concerning the brake pedal bearing block on approximately 56,534 MY19-20 Mercedes-Benz and 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 "PENDING" in VMI and cannot be sold.</p>		
Background		
Issue	<p>Mercedes-Benz AG (MBAG) the manufacturer of Mercedes-Benz and Freightliner vans, has determined that on certain platform 907 (VS30) Sprinter vehicles, the retaining washer on the bolt that connects the brake pedal to its bearing block could come loose. If the retaining washer comes loose, over time it could detach from the bolt, and in the worst case and with ongoing use of the brake pedal, the bolt may work its way out of the bearing block on one side. If this occurs, the brake lamp switch may become permanently activated even when the brake pedal is not pressed. If the brake lamps are permanently illuminated, it would not be possible for following traffic to determine the braking intention of the vehicle, which could increase the risk of a crash.</p>	
What We're Doing	<p>DVUSA will conduct a voluntary recall campaign. Mercedes-Benz or Freightliner customers affected by this measure will be informed about the recall and the necessary next steps in writing and will receive notice through the interim customer notification.</p>	
Parts	<p>Parts are still being verified. An additional notification will be sent when parts are available for repair.</p>	
Vehicles Affected		
Vehicle Model Year(s)	2019-2020	
Vehicle Model (s)	Sprinter(907)	
Vehicle Populations		
Total Recall	56,534	
Dealer Inventory	604	
<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 April 2021.	
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 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, we are determined to maintain a high level of vehicle quality and customer satisfaction.</p>		

Mercedes-Benz USA, LLC and Daimler Vans USA, LLC

Mercedes-Benz AG Companies

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