

News Channel Update | Vans Customer Service and Parts

TO: Mercedes-Benz 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 Replace Auxiliary Lock on Sliding Door	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. :	Replace Auxiliary Lock on Sliding Door
2021030013	PDGSCHEIBT	
<p>This is to notify you of an upcoming Recall Campaign to replace the auxiliary lock on the sliding door on approximately 56 MY19-20 Mercedes-Benz 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 vans, has determined that certain Sprinter vehicles from platform 907 (VS30) that are equipped with an optional electric sliding door may have been manufactured with an auxiliary lock on the sliding door that was not specified for use in connection with an electric sliding door. Affected vehicles that have this auxiliary lock may show an increased outward displacement of the sliding door in case of a crash, which could increase the risk of injuries for vehicle occupants in case of a crash. As a result, the auxiliary locks do not comply with FMVSS 226.</p>	
What We're Doing	<p>DVUSA will conduct a voluntary recall campaign. An authorized Mercedes-Benz Sprinter dealer will convert the electric sliding function of the sliding door into a manual function for which the installed auxiliary lock is specified.</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	
Dealer Inventory	3	
<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

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