

# 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
<b>Re: Recall Campaign Launch Notification</b> <b>Models 907 (Sprinter)</b> <b>Model Years 2019</b> <b>Update Incorrect VIN</b>	Date: May, 2021



Mercedes-Benz

## **IMPORTANT RECALL CAMPAIGN INFORMATION**

Please see the attached documents related to the campaign listed above



# News Channel Update | Vans Customer Service and Parts

Campaign No. :	Campaign Desc. :	Update incorrect VIN
2021xxxxxx	VS3VINCHA	
<p>This is to notify you of an upcoming <b>Recall Campaign</b> concerning correcting the VIN 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 the customer. All affected VIN will be flagged “<b>OPEN</b>” in VMI and <b>cannot be sold</b>.</p>		
<b>Background</b>		
<b>Issue</b>	<p>Mercedes-Benz AG (MBAG), the manufacturer of Mercedes-Benz vans, has determined that on one platform 907 (VS30) Sprinter vehicle, the VIN number listed on the vehicle’s dashboard, certification label and body-in-white is not recorded accurately. The affected vehicle that does not comply with 49CFR567. As a result, the consumer may not receive information about open safety-recall campaigns.</p>	
<b>What We’re Doing</b>	<p>An authorized Mercedes-Benz Sprinter dealer will replace the VIN Labels on the dash and the seat frame base, as well as engrave a new VIN on the firewall.</p>	
<b>Parts</b>	<b>Parts are available</b>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2019	
<b>Vehicle Model (s)</b>	Sprinter(907)	
<b>Vehicle Populations</b>		
<b>Total Recall</b>	<b>1</b>	
<b>Dealer Inventory</b>	<b>0</b>	
<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 Mid-May, 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, we are determined to maintain a high level of vehicle quality and customer satisfaction.</p>		

Mercedes-Benz USA, LLC

A Daimler AG Company

One Mercedes-Benz Drive Sandy Springs, GA 30328 770.705.0600





## Mercedes-Benz

Campaign No. 2021050004, May, 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 907 Sprinter, Model Year 2019  
Update Incorrect VIN**

Mercedes-Benz AG (MBAG), the manufacturer of Mercedes-Benz vans, has determined that on one platform 907 (VS30) Sprinter vehicle, the VIN number listed on the vehicle's dash board, certification label and body-in-white is not recorded accurately. As a result, the consumer may not receive information about open safety-recall campaigns. An authorized Mercedes-Benz Sprinter dealer will update the VIN to reflect the accurate information and replace the vehicle certification label and the VIN label at the dash board on the affected vehicle.

Prior to performing this Recall Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired.
- Please review the entire Recall Campaign bulletin and follow the repair procedure exactly as described.

Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Only 1 vehicle is involved.

Order No. V-RC-2021050004 This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

SM60.00-D-0005SG	Adjust vehicle identification number (code: VS3VINCHA, acc. no.: 58 917 64)	22.04.2021
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**Model**      **907.7**  
**with code ZU8 (National version for USA)**

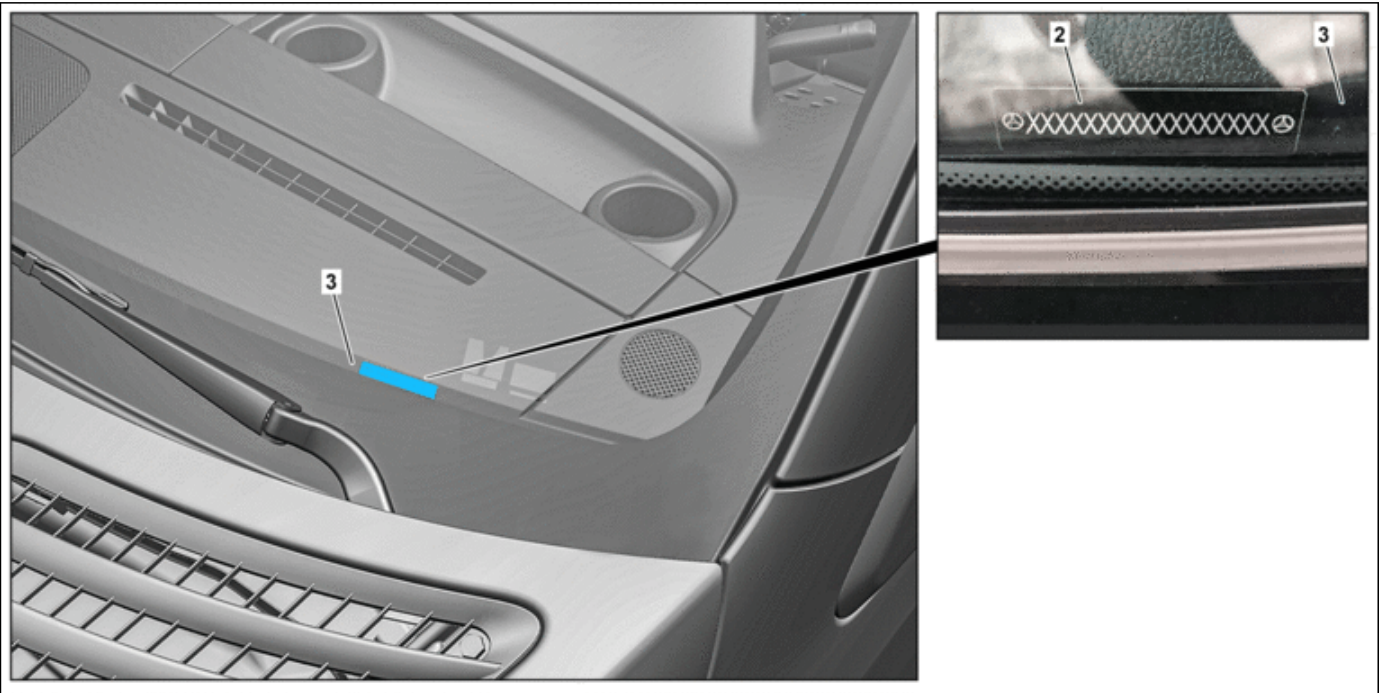
**Operation no. of the operation texts or standard texts and flat rates**

Category	Op. no.	Operation text	Time	Damage Code	Code
L	02 1341	Operations: Adjust vehicle identification number	0.8hrs	58 917 64	VS3VINCHA
L	85 9800	Carry out spot repair, location:.....	ZM (as needed)	58 917 64	VS3VINCHA

**1**      *Information label*



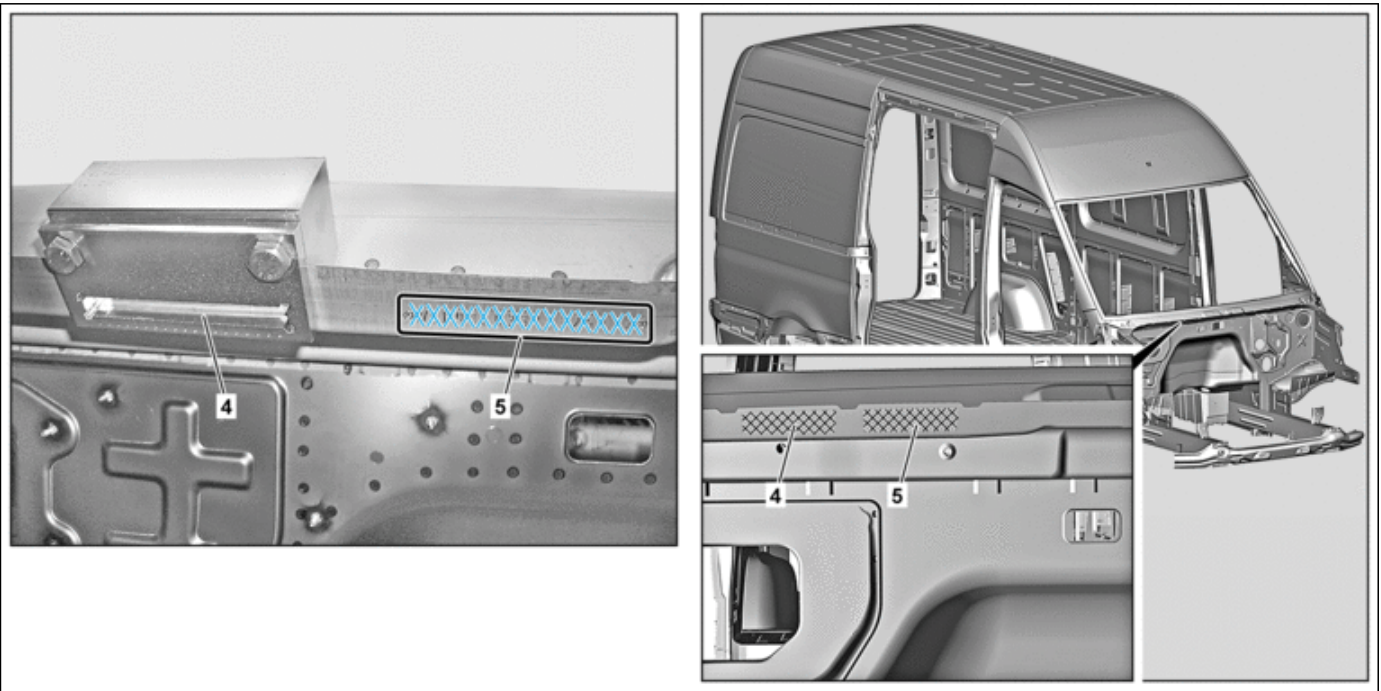
D60.00-A054-06



2 Information label

3 Instrument panel









D60.00-A055-79



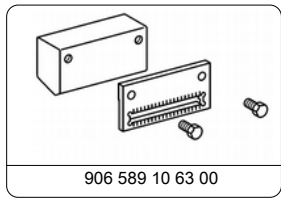
4 Reserve field for vehicle identification number

5 Standard field for vehicle identification number

D60.00-A056-79

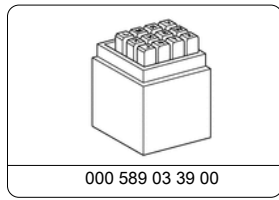
 <b>Caution</b>	<b>Risk of injury</b> caused by scraping or cutting body parts on sharp vehicle parts	Always wear protective gloves when working on or near sharp and non-deburred vehicle parts.  Deburr repair panels.	AS00.00-Z-0017-01A
<b>Notice</b>	Notes on carrying out repair work in the vehicle interior		AH68.00-N-0001-01S
	<b>Check</b>		
1	Check whether vehicle is affected by measure.	 For authorized Mercedes-Benz service partners, only the entry in the Extended VEGA Application (EVA) system, in the "Current" tab, is decisive. An additional test of the affected vehicles in the workshop information system (WIS) or vehicle list is thereby not necessary.	
	<b>Replace</b>		
2	Replace information label (1).	 Bonding surface must be absolutely dry and free of dust and grease. This prevents any adhesion problems.  Incorrect vehicle identification number: <b>WDZPF0ED6KT016360</b> Correct vehicle identification number: <b>W1Z40FHYXKT016360</b> Cleaner	BR00.45-Z-1025-04A
3	Replace information label (2).	 Bonding surface must be absolutely dry and free of dust and grease. This prevents any adhesion problems.  Incorrect vehicle identification number: <b>WDZPF0ED6KT016360</b> Correct vehicle identification number: <b>W1Z40FHYXKT016360</b>  Aid of helper required. Cleaner	BR00.45-Z-1025-04A





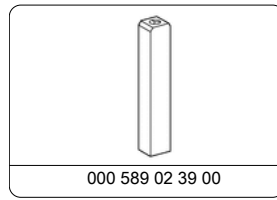
906 589 10 63 00

Stamping guide



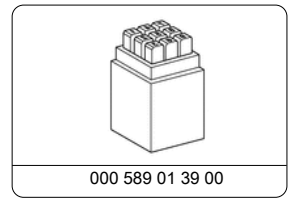
000 589 03 39 00

Letter marking punch



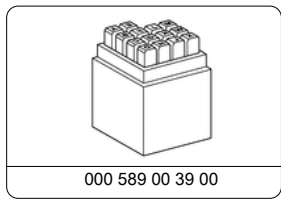
000 589 02 39 00

Star marking punch



000 589 01 39 00

Die stamp numbers



000 589 00 39 00

Letter marking punch

**Repair materials**

Number	Designation	Order number
BR00.45-Z-1025-04A	Cleaner	A 005 989 19 71

**Parts ordering note**

Part no.	Designation	Quantity
A 907 584 34 05	Information label (identification plate)	1
A 906 584 80 38	Information label (vehicle identification number)	1