

TO: Mercedes-Benz Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
<b>Re: Launch Recall Campaign Notification</b> <b>Model 907 (Sprinter)</b> <b>Model Years 2019-2020</b> <b>Inspect Power Steering Hose Clamps</b>	DATE: May, 2021



Mercedes-Benz

## IMPORTANT RECALL CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above



Campaign No. :	Campaign Desc. :	Inspect Power Steering Hose Clamps
2021040007P	PDGLETULPX	
This is to notify you of an initial <b>Recall Campaign</b> concerning the inspection of the power steering hose clamps on approximately <b>4,353</b> MY19-20 Mercedes-Benz Sprinter vans. 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 “ <b>PENDING</b> ” in VMI and cannot be sold.		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vans, has determined that on certain Mercedes-Benz Sprinter vehicles with 907 (VS30) 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.	
What We’re Doing	MBUSA is conducting a voluntary recall. An authorized Mercedes-Benz dealer will check the return line connections of the power steering system and if needed, install the respective new replacement clamp.	
Parts	Part is not available.	
Vehicles Affected		
Vehicle Model Year(s)	Model Year 2019-2020	
Vehicle Model	Sprinter VS30, Platform 907	
Vehicle Populations		
Total Recall	4,353	
Dealer Inventory	17	
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.		
Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.		
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.		
Next Steps/Notes		
Customer Notification Timeline	An owner notification letter to be mailed in Late May, 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.	
While we regret any inconvenience this may cause, we are determined to maintain a high level of vehicle quality and customer satisfaction.		

