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: Launch Recall Campaign Notification Model 907 (Sprinter) Model Years 2019-2020 Inspect Power Steering Hose Clamps | 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. : | Inchest Dawer Stacking Hass Clarens | | |
|--|--|--|--|--|
| 2021050003 | NV3LETULPX | Inspect Power Steering Hose Clamps | | |
| This is to notify you of a Launch Recall Campaign concerning the inspection of the power steering hose clamps on approximately 4,353 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 as "OPEN" in VMI and cannot be sold. | | | | |
| | Ва | nckground | | |
| Issue | Mercedes-Benz Sprinter vehicles wi hoses might detach at their connec hydraulic fluid to leak, resulting in the detaches, the driver will still have m | nanufacturer of Mercedes-Benz vans, has determined that on certain th 907 (VS30) platforms, the hydraulic power steering return line tion points under certain operating conditions, which may cause he loss of power steering assist. If the hydraulic power steering hose anual steering functionality, but increased steering effort is needed, oss of power steering as well as the loss of hydraulic steering fluid to risk of a crash. | | |
| What We're Doing | 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 available | | | |
| | Veh | icles 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 | | | | |

Given this notice, it is <u>a violation of Federal Law</u> for a dealer to sell or lease any <u>new</u> 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 <u>a violation of Federal Law</u> 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 End of 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.

Mercedes-Benz USA, LLC



Recall Campaign Bulletin

Campaign No. 2021050003, May, 2021

TO: ALL MERCEDES-BENZ & FREIGHTLINER CENTERS

SUBJECT: Model 907 Sprinter, Model Year 2019-2020

Inspect Power Steering Hose Clamps

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz and Freightliner vans, has determined that on certain Mercedes-Benz and Freightliner Sprinter vehicles from platform 907 (VS30), the hydraulic power steering return line hoses may detach at their connection points under certain operating conditions and may cause hydraulic fluid to leak resulting in the loss of power steering. 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 liquid to the road surface may increase the risk of a crash. An authorized Mercedes-Benz or Freightliner Sprinter dealer will check the return line connections of the power steering system and if needed, install the respective replacement clamp.

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.

Approximately 4,444 vehicles are involved.

Order No. V-RC-2021050003

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.

Model 906 with engine 642, 651 Model 907 with engine 642, 651

with code ZG1 (Engageable all-wheel drive)

Model 907 with engine 642, 651

with code ZG3 (Engageable all-wheel drive with gear reduction)

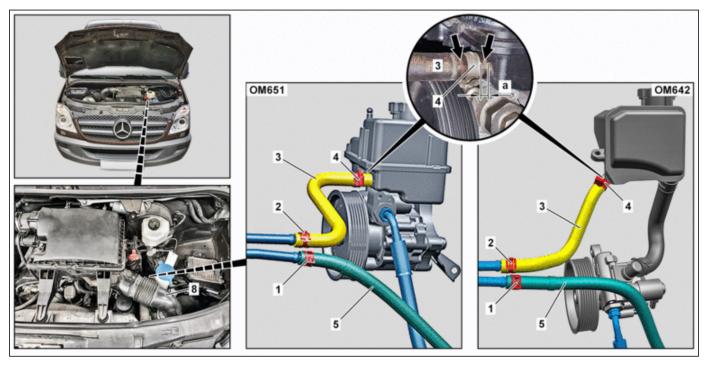
Operation no. of the operation texts or standard texts and flat rates

| Category | Op. no. | Operation text | Time | Damage Code | Code |
|----------|---------|---|--------|-------------|----------------|
| L | 02 1352 | Operations: Check hydraulic lines of power steering | 0.2hrs | 46 950 80 | NV3LETULP X |
| L | 02 1359 | Operations: Replace one hose clamp on power steering oil cooler (after check) | 0.2hrs | 46 950 80 | NV3LETULP X |
| L | 02 1355 | Operations: Replace 2 hose clamps on power steering oil cooler (after check) | 0.2hrs | 46 950 80 | NV3LETULP X |
| L | 02 1354 | Operation: Correct position of hose clamp on power steering expansion reservoir (after check) | 0.2hrs | 46 950 80 | NV3LETULP X |

The following test and operation steps are shown on a vehicle with engine 651 and must be performed in the same way on vehicles with engine 642.

All 3 clamps (1, 2, 4) together with the listed connections must always be checked.

On vehicles with engine 642, the as-built configuration may deviate slightly (see first picture), which does not impair the procedure shown here.

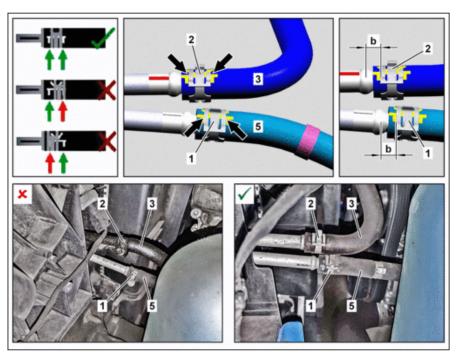


D46.25-A008-79

Shown on model 906

- 1 Clip
- 2 Clip
- 3 Return hose
- 4 Clip
- 1 Clip
- 2 Clip
- 3 Return hose
- 5 Low-pressure hose
- b Dimension (2 to 7 mm)

- 5 Low-pressure hose
- 8 Air ducting
- a Dimension (2 to 4 mm)



D46.25-A009-76

| ⚠Warning | Risk of injury to skin or eyes from hydraulic fluid spraying out under pressure. Risk of poisoning from swallowing hydraulic fluid. | Depressurize hydraulic system completely before starting any work on it. Wear protective clothing and safety glasses. | AS00.00-Z-0013-01A |
|----------|--|--|--------------------|
| ⚠Warning | Risk of accident from vehicle starting off by itself when engine running. Risk of injury (bruises and burns) resulting from working on the engine while it is being started or when it is running. | Secure vehicle to prevent it from starting off by itself. Wear closed and snug-fitting work clothes. Do not touch hot or rotating parts. | AS00.00-Z-0005-01A |
| Notice | Notes on avoiding damage through contamination and foreign objects | | AH00.00-P-5000-01A |

| 4 | Check | | |
|----------|--|--|----------------------|
| 1 | Check, whether the vehicle is affected by the measure. | Affected vehicles: Check hydraulic hoses of power steering (code: NV3LETULPX, acc. no.: 46 950 80) Model 906.### ## as of 90634 up to 774547 with engine 642, 651 | SM46.25-D-0032-01AAA |
| | | Affected vehicles: Check hydraulic hoses of power steering (code: NV3LETULPX, acc. no.: 46 950 80) Model 907.### ## as of 000231 up to 390764 with engine 642, 651 with code ZG1 (Engageable all-wheel drive) Model 907.### ## as of 000231 up to 390764 with engine 642, 651 with code ZG3 (Engageable all-wheel drive with gear reduction) i 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. | SM46.25-D-0032-01AAB |
| 2 | Remove air ducting (8). | | |
| 3 | Check hydraulic hoses and clamps (1, 2) of power steering. | Check the following points: → Check both connections of hydraulic lines for leak tightness. → Check installation position of clamps (1, 2) on respective hydraulic hose. The clamps must be seated centrally between the markings (arrows) on the hoses. Also check whether the distance indicated by dimension (b) is maintained. See specification in picture. If clamps (1, 2) are not correctly positioned or if there is a leakage (see fail image above), ↓ replace affected clamp (1, 2). To do so, see operation step 5 onward in reference document. Replace clamps on hydraulic hoses of power steering (code: NV3LETULPX, acc. no.: 46 950 80) | SM46.25-D-0032-02SG |

| 7 | Install air ducting (8). | | |
|-------------|--|--|----------------------|
| | | Steering gear oil | BF46.00-N-1001-01A |
| F AR | | Model 907 with engine 642, 651 | AR46.25-D-3300-02TSX |
| ⊯ AR | | Model 906 with engine 642, 651 | AR46.30-S-0010S |
| 6 | Fill hydraulic power steering and bleed. | If a clamp (1, 2) was replaced. | |
| ⚠Warning | Risk of accident from vehicle starting off by itself when engine running. Risk of injury (bruises and burns) resulting from working on the engine while it is being started or when it is running. | Secure vehicle to prevent it from starting off by itself. Wear closed and snug-fitting work clothes. Do not touch hot or rotating parts. | AS00.00-Z-0005-01A |
| A 10/ | Disk of coddont from which | Assembly cleaner | BR00.45-Z-1028-04A |
| | | Use cleaner. | |
| 5 | Clean integral carrier and surrounding component parts. | Only required if hydraulic fluid has dripped down onto the integral carrier and surrounding component parts. | |
| | Concluding work | | |
| | | fulfilled, install air ducting (8) and end measure. | |
| | | hoses of power steering (code: NV3LETULPX, acc. no.: 46 950 80) If all specifications and test criteria of operation steps 3 and 4 are | |
| | | reposition affected clamp (4). To do so, see operation steps 1 to 4 in reference document. Replace clamps on hydraulic | SM46.25-D-0032-02SG |
| | | If clamp (4) is not positioned correctly or if a leakage is present, | |
| | | the markings (arrows) on the return hose (3). See specification in picture. If markings (arrows) are no longer visible, then check distance against dimension (a). | |
| | | → Check installation position of clamp (4) on power steering expansion reservoir. The clamp (4) must be seated centrally between | |
| | | → Check whether return hose (3) is pushed on power steering expansion reservoir up to end stop. | |
| | reservoir. | → Check connection of return hose (3) at power steering expansion reservoir for leak tightness. | |
| 4 | Check return hose (3) and clamp (4) at power steering expansion | Check the following points: | |

Steering

| Number | Designation | | | Model 906 | Model 907 with code ZG1 (Engageable all-wheel drive) or with code ZG3 (Engageable all-wheel drive with gear reduction) |
|--------------------|-------------------|------------------|-------|------------------------|--|
| BF46.00-N-1001-01A | Steering gear oil | Filling capacity | Liter | ≈1,0 | ≈1,0 |
| | | Sheet | | BB00.40- P-0236-03A | BB00.40- P-0236-03A |

Repair materials

| Number | Designation | Order number |
|--------------------|------------------|-----------------|
| BR00.45-Z-1028-04A | Assembly cleaner | A 000 986 56 01 |

Parts ordering note

| Part no. | Designation | Quantity |
|--------------------------|-----------------|----------|
| | | n. B. |
| *no substitution allowed | hydraulic line) | |