

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 Model 907 (Sprinter) Model Year 2021 Replace Front Brake Hoses & Fender Liners	DATE: December, 2021



Mercedes-Benz

IMPORTANT RECALL CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above



Campaign No. :	Campaign Desc. :	Replace Front Brake Hoses and Fender Liners
2021120002	PDGBAURAVE	
<p>This is to notify you of an initial Recall Campaign to replace front brake hoses and fender liners on approximately 85 MY21 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 "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 Sprinter vehicles, the rear portion of the fender liner on the front axle could contact and chafe the brake hose. If the distance between the fender liner and the brake hose is not sufficient, the front wheel suspension could contact and chafe the brake hose, which could lead to the loss of brake fluid. Over time, if the operator ignores the brake fluid warning indicator and continues to operate the vehicle until the brake fluid empties, the stopping distance may lengthen which could increase the risk of a crash.</p>	
What We're Doing	<p>MBUSA is conducting a voluntary recall. An authorized Mercedes-Benz Sprinter dealer will check the condition and clearance of the brake hoses and, if necessary, replace them. Additionally, the corresponding fender liner will be modified accordingly on the respective side.</p>	
Parts	<p>Parts are not yet available</p>	
Vehicles Affected		
Vehicle Model Year(s)	Model Year 2021	
Vehicle Model	Sprinter VS30, Platform 907	
Vehicle Populations		
Total Recall	85	
Dealer Inventory	0	
<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 to be mailed in December, 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>		

