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| TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers | FROM: Anthony Washington, Senior Manager, Regulations and Certifications |
| Re: Initial Recall Campaign Notification Model: Sprinter Model Years:2021-2023 Top Coat Paint Adhesion | DATE: December, 2023 |



Mercedes-Benz

IMPORTANT RECALL CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above.



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|---|--|--------------------------------|
| Campaign No. : | Campaign Desc. : | Top Coat Paint Adhesion |
| 2013120001 | PDGLACKHA | |
| <p>This is to notify you of an INITIAL Recall Campaign concerning the Top Coat Paint Adhesion on approximately 126 MY 2021-2023 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, the manufacturer of Sprinter vehicles, has determined that on certain Sprinter (907 platform) vehicles, the chemical composition of the topcoat paint might not meet specifications. In such case, adhesion of the fixed windows to the vehicle body might be impaired. As a result, a loosening or detachment of the windows cannot be ruled out over the vehicle's lifetime, which could increase the risk of injury in the event of a crash. In addition, loosening of secured objects cannot be ruled out for vehicles with lashing rails, which could increase the risk of injury for vehicle occupants.</p> | |
| What We're Doing | <p>MBUSA is conducting a voluntary recall. As a precautionary measure, an authorized Mercedes-Benz Sprinter dealer will check the adhesion of the topcoat paint on the affected vehicles. Depending on the result of that check, the window area of the affected vehicles will be stripped, and repainted, and the windows will be reinstalled. If the repair is not feasible, MBUSA will offer to repurchase the vehicle from the customer.</p> | |
| Remedy | Remedy is not yet available | |
| Vehicles Affected | | |
| Vehicle Model Year(s) | 2021-2023 | |
| Vehicle Model | Sprinter | |
| Vehicle Populations | | |
| Population | 126 | |
| Dealer Inventory | 0 | |
| <p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new 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 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 January, 2024. | |
| 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> | | |

