

<p>TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers</p>	<p>FROM: Anthony Washington, Senior Manager, Regulations and Certifications</p>
<p><b>Re: Initial Recall Campaign Notification</b> <b>Model Sprinter</b> <b>Model Years 2020</b> <b>Check Driveshaft Crossmember</b></p>	<p>DATE: January, 2024</p>



Mercedes-Benz

**IMPORTANT RECALL CAMPAIGN INFORMATION**

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



<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Check Driveshaft Crossmember</b>
<b>2023120016</b>	<b>PDGQUERTR</b>	
<p>This is to notify you of a Pending Recall Campaign to check the driveshaft crossmember on approximately <b>9</b> MY 2020 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.</p>		
<b>Background</b>		
<b>Issue</b>	Mercedes-Benz AG ("MBAG"), the manufacturer of Sprinter vehicles, has determined that on certain Sprinter (907 platform) vehicles, the strength of a crossmember at the body-in-white might not meet specifications. In this case, the bolt connection of the propeller shaft bearing on the crossmember might loosen over time, which might affect the guidance of the propeller shaft bearing. In addition, in the event of a crash, damage to the fuel tank caused by the propeller shaft could result in a loss of fuel, and an increased risk of fire cannot be ruled out.	
<b>What We're Doing</b>	MBUSA is conducting a voluntary recall. An authorized Mercedes-Benz dealer will check the crossmember on the potentially affected vehicles and replace it, if necessary.	
<b>Parts</b>	<b>Parts are not yet available.</b>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2020	
<b>Vehicle Model</b>	Sprinter	
<b>Vehicle Populations</b>		
<b>Population</b>	9	
<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 <u>new</u> 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 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 to be mailed in early February, 2024.	
<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>		

