

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
RE: <b>Initial Recall Campaign Notification</b> <b>Model 907 (Sprinter)</b> <b>Model Years 2019</b> <b>Screw Connection Hood Catch</b>	DATE: October 4, 2019

**IMPORTANT CAMPAIGN INFORMATION**



<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<h2>Screw Connection Hood Catch</h2>
<b>2019090016</b>	<b>PDGHAUBOSS</b>	
<p>This is to notify you of the upcoming <b>Recall Campaign</b> concerning the screw connection on the upper hood catch on approximately <b>5,626</b> MY19 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 "Pending" in VMI.</p>		
<b>Background</b>		
<b>Issue</b>	<p>Daimler AG ("DAG"), the manufacturer of Mercedes-Benz Sprinter vans, has determined that, the screw connection on the upper hood catch of certain Mercedes-Benz Sprinter vehicles (VS30; Platforms 907) may not have been carried out according to specification. Depending on vehicle speed, wind resistance, aerodynamic drag and factors such as vehicle loading and road conditions, the hood could open while the vehicle is being operated. If the hood were to open while driving, it could impact the driver's field of vision, thereby increasing the risk of a crash.</p>	
<b>What We're Doing</b>	<p>An authorized Mercedes-Benz Sprinter dealer will check and if necessary tighten the torque of the screw connection. Any missing screws will be replaced if necessary.</p>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	Model Year 2019	
<b>Vehicle Model</b>	Sprinter, VS30 / Platform 907	
<b>Vehicle Populations</b>		
<b>Total Recall Population</b>	5,626	
<b>Dealer Inventory</b>	751	
<p><b>Given this notice, it is a <u>violation of Federal Law</u> for a dealer to sell or lease any <b>new MY19 Sprinter vehicles in dealer inventory covered by this notification until the vehicle has been repaired.</b></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 <u>violation of Federal Law</u> for rental companies to rent new MY19 Sprinter 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 will be mailed in early November, 2019.	
<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, DVUSA is determined to maintain a high level of vehicle quality and customer satisfaction.</p>		

