

TO: Mercedes-Benz and Freightliner Dealer 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 Years 2019 Steering Spindle Bearing	DATE: March 10, 2020

IMPORTANT CAMPAIGN INFORMATION



Campaign	Campaign Desc. :	Steering Spindle Bearing
2020030007	PDGSCHLENK	
<p>This is to notify you of the upcoming Recall Campaign concerning the steering spindle bearing on approximately 8,895 MY19 Mercedes-Benz and Freightliner 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.</p>		
Background		
Issue	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz and Freightliner vans, has determined that on certain Sprinter vehicles of platform 907 (VS30), the screws for the intermediate bearing of the steering spindle may not have been torqued sufficiently. If the screws were not torqued to specification, they could loosen over time and cause the bearing to move back and forth during vehicle operation. The vehicle would remain steerable, but over time, as the bearing continues to move, the screws could continue to loosen and eventually detach which could impair the operator's ability to steer the vehicle and increase the risk of a crash.</p>	
What We're Doing	<p>An authorized Mercedes-Benz or Freightliner Sprinter dealer will replace the screws of the steering spindle intermediate bearing and apply the required tightening torque.</p>	
Parts	<p>Parts are still being verified. An additional notification will be sent when parts are available for repair.</p>	
Vehicles Affected		
Vehicle Model Year(s)	Model Year 2019	
Vehicle Model	Sprinter, VS30 / Platform 907	
Vehicle Populations		
Total Recall	8,595	
Dealer Inventory	759	
<p>Given this notice, it is a violation of Federal Law for a dealer to sell or lease any new MY19 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 MY19 Sprinter vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	An owner notification letter will be mailed in early April, 2020.	
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 DVUSA fleet representative for further information and next steps. For repairs, please contact your preferred DVUSA 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>		

