## News Channel Update | Vans Customer Service and Parts

| TO: Mercedes-Benz and Freightliner Dealer<br>Principals, General Managers, Sales Managers,<br>Service Managers, Parts Managers | FROM: Anthony Washington, Department Manager, Regulations and Certifications |
|--|--|
| RE: Initial Recall Campaign Notification Model 907 (Sprinter) Model Years 2019 Inspect Fuel Delivery Module                    | DATE: September, 2020  |

## IMPORTANT RECALL CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above



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| Campaign  | Campaign Desc. :   |  |  |
|---|--|--|--|
| 2020080009  | PDGKRASTUF   | Inspect Fuel Delivery Module   |  |
| This is to notify you of the upcoming Recall Campaign concerning the fuel delivery module (fuel pump) on approximately 46   |  |  |  |
| MY19 Mercedes-Benz and Freightliner Sprinter vans. The recall campaign will be visible on the <a href="www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. All affected VINs will be flagged as "Pending" in VMI.   |  |  |  |
| Background  |  |  |  |
| Issue   | Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz and Freightliner vans, has determined that the affected Sprinter vehicles from platform 907 (VS30) might have an open additional nozzle on the fuel delivery module (fuel pump). If the vehicle is equipped with an open additional nozzle on the fuel delivery module, there is a risk that fuel could leak from the vehicle. Fuel leaking from the vehicle onto the roadway could increase the risk of a crash. MBAG has determined that the condition does not pose an enhanced risk of fire because the fuel leak is not in the vicinity of any potential ignition sources. |  |  |
| What We're Doing  | MBUSA/DVUSA is conducting a voluntary recall. An authorized Mercedes-Benz or Freightliner Sprinter dealer will check for the additional nozzle on the fuel delivery module and install a closure onto the nozzle as needed.  |  |  |
|   | Parts are still being verified. An additional notification will be sent when parts are available   |  |  |
| Parts   | for repair.  |  |  |
| Vehicles Affected   |  |  |  |
| Vehicle Model Year(s)   | Model Year 2019  |  |  |
| Vehicle Model   | Sprinter, VS30 / Platform 907  |  |  |
| Vehicle Populations   |  |  |  |
| Total Recall  | 46   |  |  |
| Dealer Inventory  | 1  |  |  |
| Given this notice, it is <u>a violation of Federal Law</u> for a dealer to sell or lease any <u>new</u> MY19 Sprinter vehicles in dealer inventory covered by this notification until the vehicle has been repaired.  Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.  Additionally, given this notice, it is <u>a violation of Federal Law</u> for <u>rental companies</u> to rent new MY19 Sprinter vehicles covered by this notification until the vehicle has been repaired. |  |  |  |
| Next Steps/Notes  |  |  |  |
| Customer Notification Timeline An owner n   |  | ner notification letter will be mailed in mid-September 2020.  |  |
| AOMS/SOMS  AOMs – This recall may generate questions from your dealers. Please forward notice to your dealers ASAP.   |  | <ul> <li>This recall may generate questions from your dealers. Please forward this<br/>to your dealers ASAP.</li> </ul>  |  |
| Rental Fleet Partners MBUSA/DVUSA fle   |  | call may affect vehicles in your fleet. Please contact your respective A/DVUSA fleet representative for further information and next steps. For s, please contact your preferred MBUSA/DVUSA dealer. |  |
| While we regret any inconvenience this may cause, we are determined to maintain a high level of vehicle quality and customer satisfaction.  |  |  |  |

