

News Channel Update | Vans Customer Service and Parts

TO: Mercedes-Benz Principals, Freightliner 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 2019-2020 Rear Axle Brake Caliper	DATE: December 21, 2020

IMPORTANT RECALL CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above



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Campaign No. :	Campaign Desc. :	Rear Axle Brake Caliper
2020120019	PDGBREP	
<p>This is to notify you of an upcoming Recall Campaign concerning the rear axle brake calipers on approximately 9,094 MY19-20 Mercedes-Benz & 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 from platform 907 (VS30) equipped with an electrical parking brake (EPB), if the EPB is used frequently, then over time, the brake caliper of the rear axle may leak brake fluid into the housing of the electric parking brake that is connected to the rear axle service brake system. This could allow air to enter the hydraulic brake system which could lead to extended brake pedal travel and a changed brake pedal feel. If the condition is not addressed, the risk of a crash could increase.</p>	
What We're Doing	<p>MBUSA/DVUSA is conducting a voluntary recall. MBAG is currently working on developing a final technical remedy. For this purpose, various development and production optimization measures are currently being implemented with the supplier.</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 2019-2020	
Vehicle Model	Sprinter, VS30, Platform 907	
Vehicle Populations		
Total Recall	9,094	
Dealer Inventory	740	
<p>Given this notice, it is a violation of Federal Law for a dealer to sell or lease any new 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 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 February 2021.	
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/DVUSA fleet representative for further information and next steps. For repairs, please contact your preferred MBUSA/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>		

