

News Channel Update | Vans Customer Service and Parts

TO: Mercedes-Benz 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 447 (Metris) Model Years 2021 Replace Certain Seat belts	DATE: August, 2021



Mercedes-Benz

IMPORTANT RECALL CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above



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Campaign No. :	Campaign Desc. :	<h2>Replace Certain Seat belts</h2>
2021080008p	PDGKISIGUR	
<p>This is to notify you of an Initial Recall Campaign to replace certain seatbelts on approximately 1,356 MY21 Mercedes-Benz Sprinter and Metris 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 "PENDING" in VMI and cannot be sold.</p>		
Background		
Issue	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vans, has been informed by its supplier, Autoliv, that it might have been supplied with certain seat belt assemblies manufactured by certain Autoliv Group companies between February 02, 2021 and June 02, 2021, which might not fulfill certain requirements of FMVSS 208. The Automatic Locking Retractor (ALR) function automatically retracts and tightens the seat belt when using a child restraint system. According to the supplier, due to a geometric deviation on the sensor lever, the child seat protection function could be deactivated earlier than intended. When the issue occurs, the customer might notice the error acoustically and haptically, since the typical "rattling" and blocking of the rear seat belt would not be present. A seat belt retractor that does not function as intended can increase the risk of injury during a crash.</p>	
What We're Doing	An authorized Mercedes-Benz dealer will replace the seat belts on the affected vehicles	
Parts	Parts are not yet available	
Vehicles Affected		
Vehicle Model Year(s)	2021	
Vehicle Model (s)	Sprinter(907) ; Metris(447)	
Vehicle Populations		
Total Recall	1,265 Sprinter ; 92 Metris	
Dealer Inventory	82 Sprinter ; 14 Metris	
<p>Given this notice, it is a violation of Federal Law for a dealer to sell or lease any <u>new</u> Sprinter or Metris 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 or Metris 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 September 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 fleet representative for further information and next steps. For repairs, please contact your preferred MBUSA dealer.	
While we regret any inconvenience this may cause, we are determined to maintain a high level of vehicle quality and customer satisfaction.		

Mercedes-Benz USA, LLC

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