

News Channel Update | Vans Customer Service and Parts

TO: 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 2019-2022
Update Park Lock Function
(Software Update)

DATE: November, 2022



IMPORTANT RECALL CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above

Daimler Vans USA, LLC

A Daimler AG Company
One Mercedes-Benz Drive Sandy Springs, GA 30328 770.705.0600



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Campaign No. :	Campaign Desc. :	
2022100017	PDV2790611	Update Park Lock Function
2022100018	PDV2790612	
2022100019	PDV2790613	
<p>This is to notify you of an initial Recall Campaign to update the park lock function on approximately 5,573 MY19-22 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 and cannot be sold.</p>		
Background		
Issue	Mercedes-Benz AG (MBAG), the manufacturer of Freightliner Sprinter Vans has determined that on certain Sprinter (907 platform) vehicles, a component of the park lock system might wear due to specific driver parking practices and impair the safe parking of the vehicle. If the vehicle is not properly secured in accordance with parking instructions in the operator's manual (including usage of the parking brake), it cannot be ruled out that the vehicle might roll away from its parked position under certain circumstances. Thus, the risk of an accident could increase.	
What We're Doing	DVUSA is conducting a voluntary recall. An authorized Freightliner Sprinter dealer will update the software of various control units (among others ESP and transmission control unit) on the affected vehicles.	
Parts	The remedy is not yet available	
Vehicles Affected		
Vehicle Model Year(s)	Model Year 2019-2022	
Vehicle Model	Sprinter VS30, Platform 907	
Vehicle Populations		
Total Recall	5,573	
<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 to be mailed in November, 2022.	
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.	
While we regret any inconvenience this may cause, we are determined to maintain a high level of vehicle quality and customer satisfaction.		

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Frequently Asked Questions

1. What is the issue? *A component of the park lock system might wear due to specific driver parking practices and could then impair a safe parking of the vehicle.*
2. What vehicles are impacted? *All 907 Sprinters with a manual parking brake and 7-speed automatic transmission.*
3. What does the fix look like? *The software of various control units (among others ESP and transmission control unit) will be updated on the affected vehicles.*
4. How does this issue impact vehicles currently at the plant or VPC or in transit to the United States? *These units are affected as well, but have been segregated into a different population.*
5. When will the fix be available for units currently in dealer inventory? *The fix for vehicles in dealer inventory is anticipated to be available in Q1 2023.*

