News Channel Update | Vans Customer Service and Parts

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Senior Manager, Regulations and Certifications
Re: Initial Recall Campaign Notification Model: Sprinter Model Year: 2023 Inspect Quick Connect Ground Connection	DATE: March, 2024



IMPORTANT RECALL CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above.

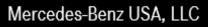
Mercedes-Benz USA, LLC

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



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Campaign No. :	Campaign Desc. :	: Inspect Quick Connect Cround Connection	
2024030018	PDGHVERSL	Inspect Quick Connect Ground Connection	
This is to notify you of a Recall Campaign to inspect the quick connect ground connection on approximately 99 MY 2023 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.			
Background			
Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Sprinter (907 platform) vans, the 12V ground connection quick-release fastener might not be fastened properly. In this case, the quick-release fastener might loosen over time and the electrical resistance on this connection might increase. As a result, a risk of fire cannot be ruled out. In addition, the vehicle may lose power without warning.		
What We're Doing	MBUSA is conducting a voluntary recall. As a precautionary measure, an authorized Mercedes-Benz Sprinter dealer will check the mounting of the quick-release fastener of the 12V ground connection on the affected vehicles and rework it, if necessary.		
Remedy	Remedy Remedy is not yet available		
Vehicles Affected			
Model Year	2023		
Model	Sprinter		
Vehicle Populations			
Population	99		
-	Dealer Inventory 0		
Given this notice, it	Given this notice, it is <u>a violation of Federal law</u> for a dealer to sell or lease any <u>new</u> 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 rental companies to rent vehicles covered by this notification until the vehicle has been repaired.			
Next Steps/Notes			
Customer Notifica Timeline	tion An owner no	tification letter to be mailed in May, 2024.	
AOMS/SOMS AOMs – This recall may generate questions from your dealer your dealers ASAP.		recall may generate questions from your dealers. Please forward this notice to ASAP.	
		ay affect vehicles in your fleet. Please contact your respective MBUSA fleet re for further information and next steps. For repairs, please contact your SUSA 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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