

TO: Mercedes-Benz Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
<b>Re: Initial Recall Campaign Notification</b> <b>Model 907 (Sprinter)</b> <b>Model Years 2019-2022</b> <b>Update Park Lock Function</b> <b>(Software Update)</b>	DATE: October, 2022



Mercedes-Benz

**IMPORTANT RECALL CAMPAIGN INFORMATION**

Please see the attached documents related to the campaign listed above



Campaign No. :	Campaign Desc. :	
2022100017 2022100018 2022100019	PDV2790611 PDV2790612 PDV2790613	Update Park Lock Function
<p>This is to notify you of an initial <b>Recall Campaign</b> to update the park lock function on approximately <b>118,083</b> MY19-22 Mercedes-Benz Sprinter vans. The recall campaign will be visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. All affected VINs will be flagged as <b>"PENDING"</b> in VMI and cannot be sold.</p>		
<b>Background</b>		
<b>Issue</b>	Mercedes-Benz AG (MBAG), the manufacturer of Mercedes-Benz 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.	
<b>What We're Doing</b>	MBUSA is conducting a voluntary recall. An authorized Mercedes-Benz Sprinter dealer will update the software of various control units (among others ESP and transmission control unit) on the affected vehicles.	
<b>Parts</b>	<b>The remedy is not yet available</b>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	Model Year 2019-2022	
<b>Vehicle Model</b>	Sprinter VS30, Platform 907	
<b>Vehicle Populations</b>		
<b>Total Recall</b>	<b>118,083</b>	
<p><b>Given this notice, it is a violation of Federal Law 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.</b></p> <p><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</b></p> <p><b>Additionally, given this notice, it is a violation of Federal Law for rental companies to rent vehicles covered by this notification until the vehicle has been repaired.</b></p>		
<b>Next Steps/Notes</b>		
<b>Customer Notification Timeline</b>	An owner notification letter to be mailed in November, 2022.	
<b>AOMS/SOMS</b>	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.	
<b>Rental Fleet Partners</b>	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.	
<p>While we regret any inconvenience this may cause, we are determined to maintain a high level of vehicle quality and customer satisfaction.</p>		



## 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.*

