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| TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers  | FROM: Anthony Washington, Senior Manager, Regulations and Certifications |
| <b>Re: Launch Recall Campaign Notification</b><br><b>Model 907 Sprinter</b><br><b>Model Years 2019-2022</b><br><b>Inspect Frame Reinforcement v2.0</b> | DATE: April 2024   |



Mercedes-Benz

## IMPORTANT RECALL CAMPAIGN INFORMATION

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

VERSION 2.0  
ADDED INSPECTION STEPS VIA  
BORESCOPE /ENDOSCOPE



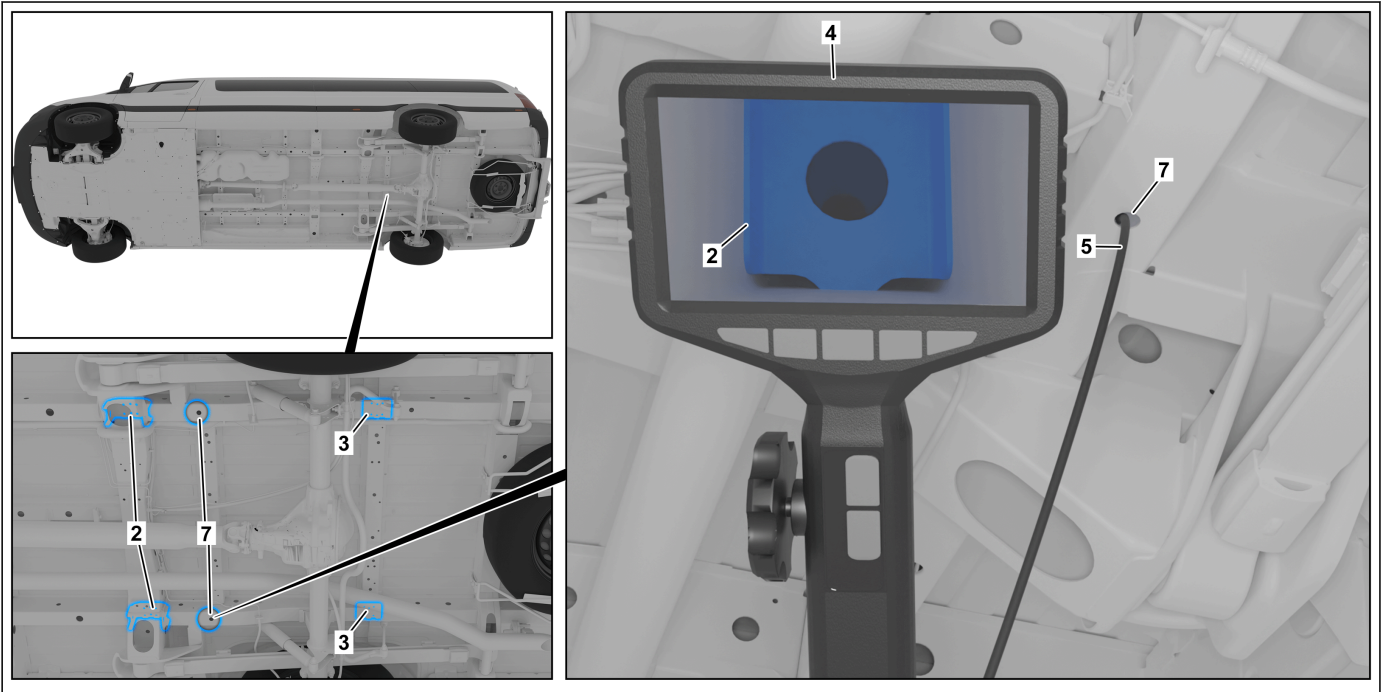
| Campaign No. :   | Campaign Desc. :   | Inspect Frame Reinforcement |
|--|--|-----------------------------|
| 2024010007   | VS3ROHRAH  |                             |
| This is to notify you of a Recall Campaign to inspect the Frame Reinforcement on approximately 3,602 MY 2019-2022 Mercedes-Benz Sprinter 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 "OPEN" in VMI and cannot be sold. |  |                             |
| Background   |  |                             |
| Issue  | Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz Sprinter Vans, has determined that on certain Sprinter (907 platform) vehicles, the longitudinal frame members of the body-in-white might not meet specifications. Missing reinforcements might lead to damage in the rear area of the longitudinal frame members. Over time, impairment of driving stability cannot be ruled out. In addition, vehicles equipped with a bench seat in the 3rd passenger seat row could experience a failure of the seat mounts in the event of a crash. In this case, the risk of injury would increase. |                             |
| What We're Doing   | MBUSA will conduct a voluntary recall. As a precautionary measure, an authorized Mercedes-Benz Sprinter dealer will check the longitudinal frame members on the affected vehicles and rework them, if necessary.   |                             |
| Parts  | Parts are available and can be ordered as necessary.   |                             |
| Vehicles Affected  |  |                             |
| Vehicle Model Year(s)  | 2019-2022  |                             |
| Vehicle Model  | Sprinter   |                             |
| Vehicle Populations  |  |                             |
| Population   | 3,602  |                             |
| Dealer Inventory   | 0  |                             |
| 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.  |  |                             |
| Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.   |  |                             |
| 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.   |  |                             |
| Next Steps/Notes   |  |                             |
| Customer Notification Timeline   | An owner notification letter to be mailed in March, 2024.  |                             |
| 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.   |  |                             |



**Model**            **907.6##/7## #T**  
**with code V40 (Crew cab floor assy)**

**Operation no. of the operation texts or standard texts and flat rates**

| Category | Op. no. | Operation text  | Time   | Damage Code | Codeword  |
|----------|---------|---|--------|-------------|-----------|
| L        | 12 2012 | Operations: Check that reinforcements are present in longitudinal frame members | 0.4 h  | 31 903 04   | VS3ROHRAH |
| L        | 12 1609 | Operations: Subsequently reinforce 2 longitudinal frame members (after check)   | 13.9 h | 31 903 04   | VS3ROHRAH |



D61.25-A025-79

- 2

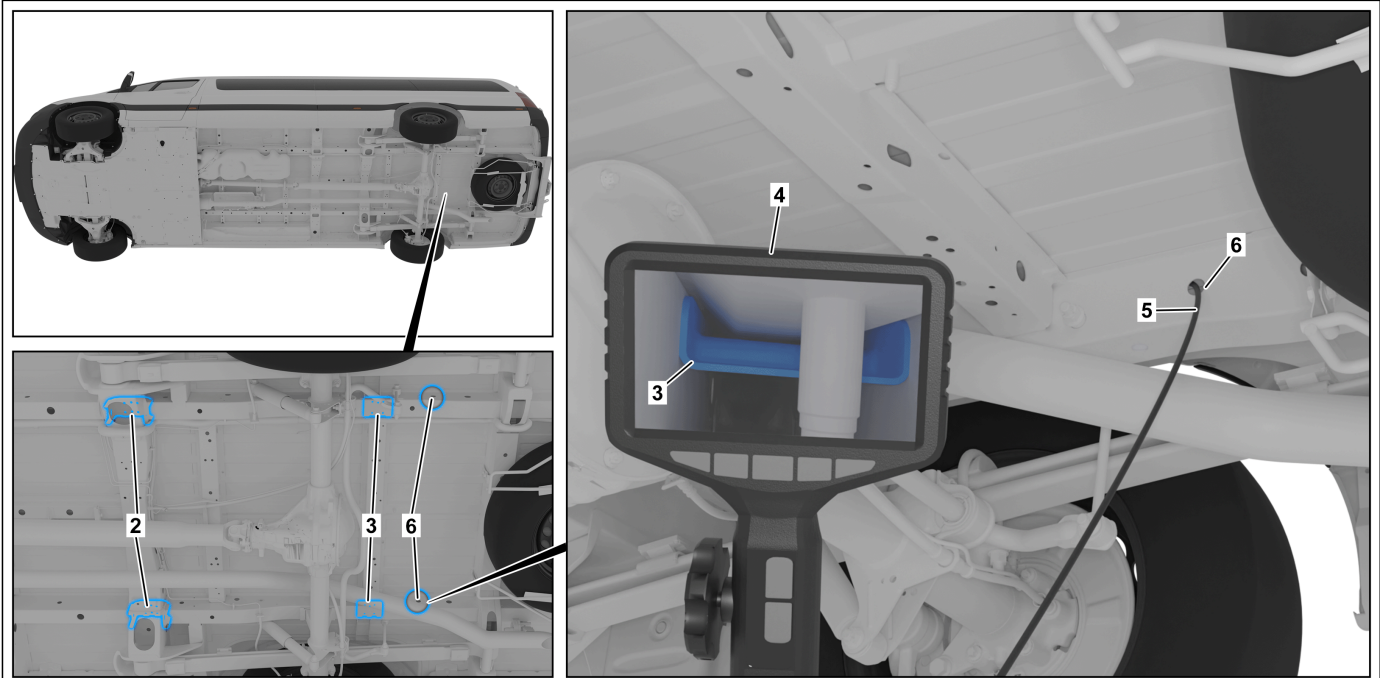
Front reinforcement
- 3

Rear reinforcement
- 4

Screen
- 5

Endoscopic camera
- 7

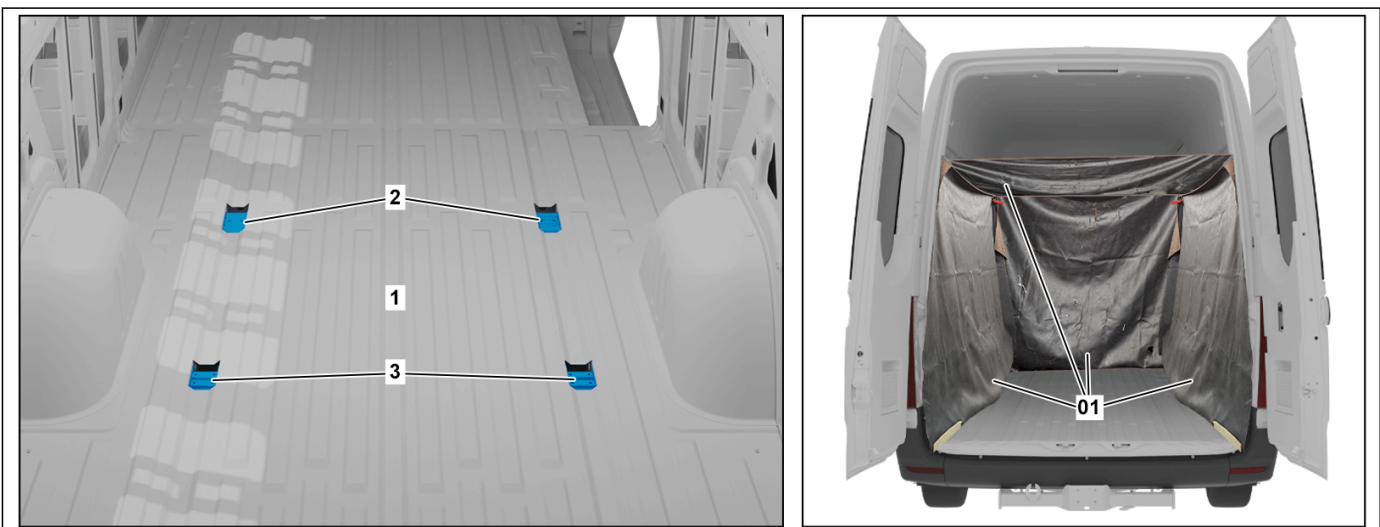
Openings



D61.25-A026-79

- 2 Front reinforcement
- 3 Rear reinforcement
- 4 Screen













- 5 Endoscopic camera
- 6 Openings



D61.25-A013-78

- 01 Welding protection blanket
- 1 Vehicle floor

- 2 Front reinforcement
- 3 Rear reinforcement





|  |   |  |   |
|--|---|--|---|
|  <b>Danger</b>  | The high voltage used for electric welding presents a lethal hazard. <b>Risk of explosion</b> from welding in areas close to highly inflammable materials. <b>Risk of injury</b> from weld splatter and UV-light when welding. <b>Risk of poisoning</b> from inhaling welding gases | Use insulating mats. Wear protective clothing, safety glasses and a protective mask. Remove highly inflammable materials from the hazard area. Use air extraction system.  | AS00.00-Z-0007-01A  |
|  <b>Caution</b>   | <b>Risk of injury</b> caused by scraping or cutting body parts on sharp vehicle parts   | Always wear protective gloves when working on or near sharp and non-deburred vehicle parts.<br><br>Deburr repair panels.   | AS00.00-Z-0017-01A  |
| <b>Notice</b>  | Measures for preventing damage to vehicles or components when performing electric welding work  |  | AH00.00-P-0005-01KOA  |
| <b>Notice</b>  | Notes on battery  |  | AH54.10-P-0001-01A  |
| <b>Notice</b>  | General information on body repair  |  | AH60.00-P-0001-01KOA  |
| <b>Notice</b>  | Notes on carrying out repair work in the vehicle interior   |  | AH68.00-D-0001-01KOS  |
|  <b>Check</b>   |   |  |   |
| 1  | Check whether vehicle is affected by measure.   | Clip: Subsequently reinforce longitudinal frame member (code: VS3ROHRAH, acc. no.: 31 903 04)<br><br> <b>A video with a simplified presentation is available for this measure. Nevertheless, all work instructions and information in this document are to be observed as a matter of priority.</b>   | GB61.25-D-0000-00A  |
| 2<br><b>Notice</b><br> <b>AR</b><br> <b>WS</b><br> <b>WS</b><br> <b>WS</b> | Raise vehicle.<br>Special instructions for lifting and supporting vehicle<br><br>000 588 26 80 00 Adapter<br>000 588 41 80 00 Adapter<br>000 588 27 80 00 Adapter   |  | AH00.60-P-0100-01TS<br><br>AR00.60-D-1000-04TS<br>WS00.00-Z-0067KOB<br>WS00.00-P-0321B<br>WS00.00-P-0068B |
| 3  | Use endoscopic camera (5) to check whether front reinforcements (2) and rear reinforcements (3) are present in longitudinal members.  |  To do so, insert endoscopic camera (5) into longitudinal members through holes (6, 7) and check on terminal (4) whether reinforcements (2, 3) can be seen in longitudinal members.<br><br>If reinforcements (2, 3) are present:<br>↓<br>Lower vehicle and end measure.<br>If reinforcements (2, 3) are not present:<br>↓<br>Lower vehicle and continue with next operation step. |   |
|  <b>Remove</b>  |   |  |   |
| 4<br> <b>AR</b>   | Remove passenger bench seat.  | Model 907.6###7### #T with passenger compartment seating   | AR91.21-D-4425TS  |
| 5<br> <b>AR</b>   | Remove seat anchorages for passenger bench seat/passenger bench seats.  |  | AR91.21-D-3772TSR   |



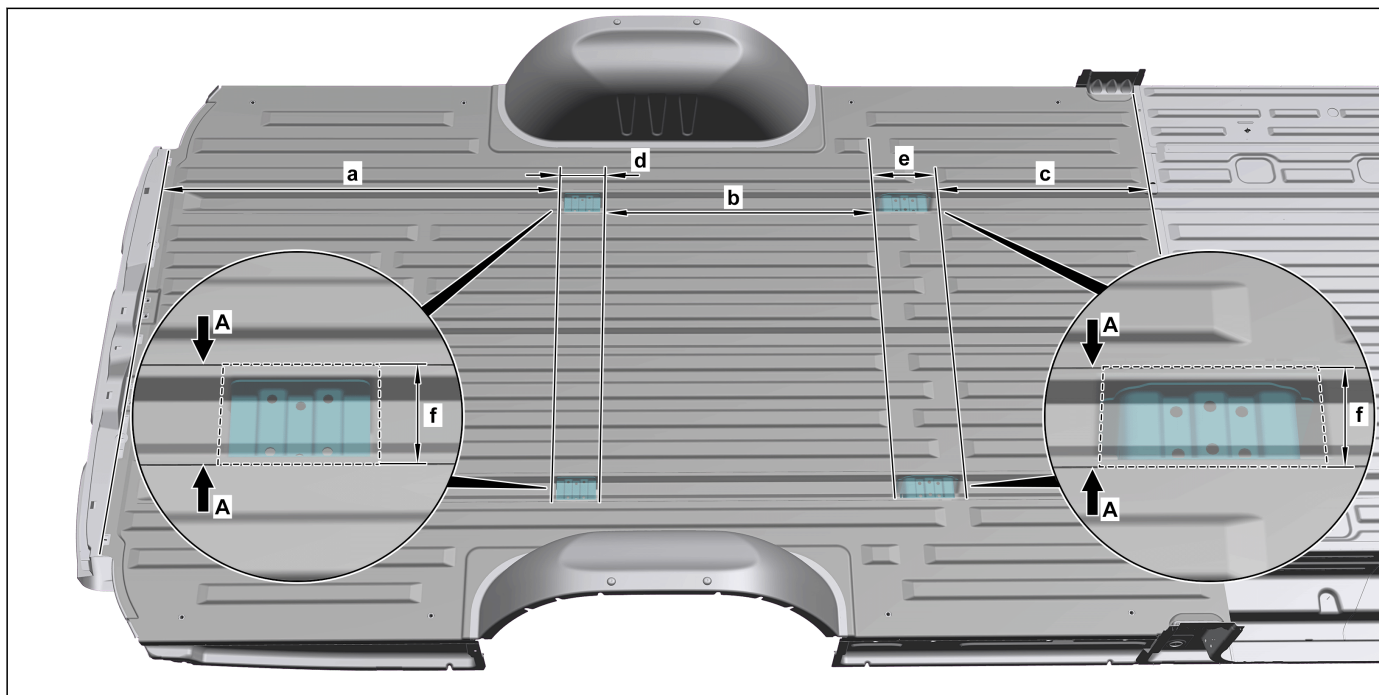
**Parts ordering note**

| Part no.        | Designation   | Quantity |
|-----------------|---|----------|
| A 906 311 06 95 | Front longitudinal member reinforcement   | 2        |
| A 906 311 01 53 | Rear longitudinal member reinforcement  | 2        |
| ---             | Additional replacement part scopes, small parts and consumable materials required for carrying out this service measure must be replaced in accordance with the information in the repair documents referenced in this document. These must be determined according to the vehicle identification number (FIN) via the "XENTRY Parts Information" system and, whilst not listed in the parts ordering note, they are included in the costing. | n. B.    |



|   |   |   |                      |
|---|---|---|----------------------|
| SM61.25-D-0006-02SGG  | Retrofit reinforcements in longitudinal frame members (code: VS3ROHRAH, acc. no.: 31 903 04)  |   |                      |
|  <b>Danger</b>  | The high voltage used for electric welding presents a lethal hazard. <b>Risk of explosion</b> from welding in areas close to highly inflammable materials. <b>Risk of injury</b> from weld splatter and UV-light when welding. <b>Risk of poisoning</b> from inhaling welding gases | Use insulating mats. Wear protective clothing, safety glasses and a protective mask. Remove highly inflammable materials from the hazard area. Use air extraction system.                               | AS00.00-Z-0007-01A   |
|  <b>Danger</b>  | <b>Risk of explosion and poisoning</b> caused by solvent vapors and gasses. <b>Risk of injury</b> to skin and eyes when working with anticorrosion agents   | Never spray corrosion protection on flames or hot, glowing objects and keep them well away from all potential sources of ignition. Use them only in well-ventilated rooms; wear respiratory protection. | AS97.00-Z-0001-01A   |
|  <b>Danger</b>  | <b>Risk of explosion</b> caused by paint vapors igniting. <b>Risk of poisoning</b> caused by inhaling paint vapors.   | No smoking! No open fire! Use respiratory protection, protective clothing, gloves, safety glasses and protective skin cream. Ensure that the area is well ventilated.                                   | AS98.00-Z-0002-01A   |
|  <b>Caution</b> | <b>Risk of injury</b> caused by scraping or cutting body parts on sharp vehicle parts   | Always wear protective gloves when working on or near sharp and non-deburred vehicle parts.<br><br>Deburr repair panels.  | AS00.00-Z-0017-01A   |
| <b>Notice</b>   | Measures for preventing damage to vehicles or components when performing electric welding work  |   | AH00.00-P-0005-01KOA |
| <b>Notice</b>   | General information on body repair  |   | AH60.00-P-0001-01KOA |
| <b>Notice</b>   | Notes on carrying out repair work in the vehicle interior   |   | AH68.00-D-0001-01KOS |
| <b>Notice</b>   | Notes on cavity preservation  |   | AH97.20-P-0001-01B   |
| <b>Notice</b>   | Notes on paintwork repairs  |   | AH98.00-P-9408-02A   |
|   | General information on operation items and work procedures for painting   |   | AH98.00-P-0003-01A   |





D61.25-A027-79

# 1 Mark separation lines on vehicle floor.



So that the missing reinforcements can be inserted into the longitudinal members, the vehicle floor must be cut at the corresponding installation locations so that the inside of the longitudinal members is accessible.



The width of the cutouts is based on the laser weld seams (arrows A).

If necessary, the length of the cutouts can also be chosen so that they are longer to enable the reinforcements to be used more easily later.

Observe dimensions (a, b, c, d, e).



Dimension (a) is approx. 1,175 mm.

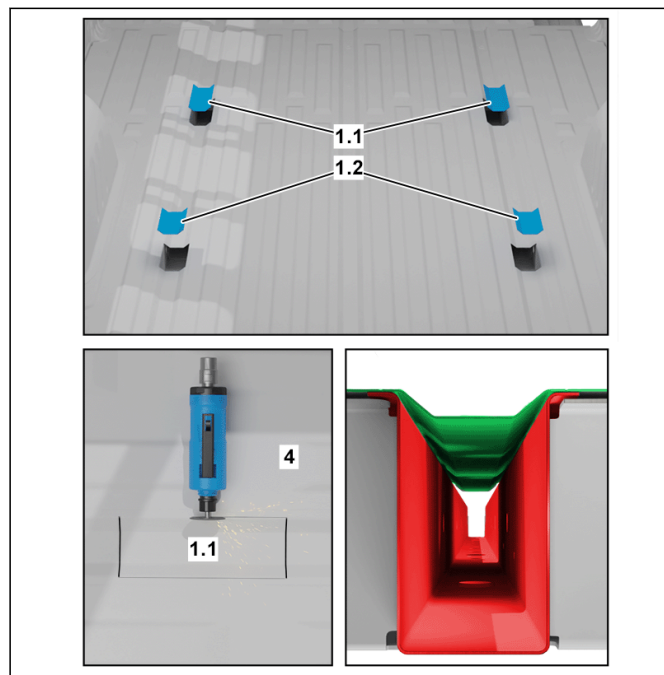
Dimension (b) is approx. 808 mm.

Dimension (c) is approx. 638 mm.

Dimension (d) is approx. 120 mm.

Dimension (e) is approx. 190 mm.

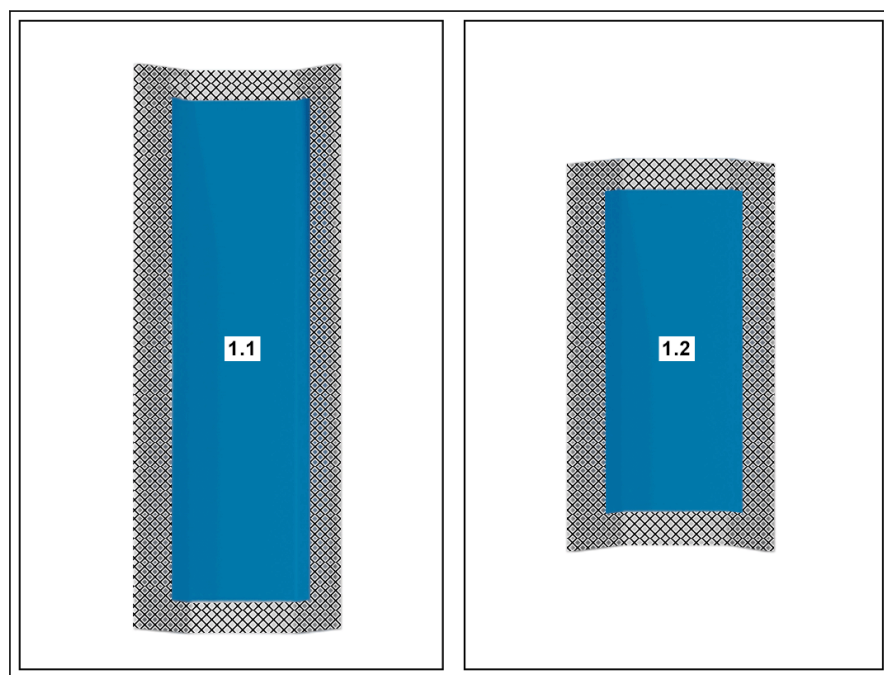
- 2 Detach vehicle floor (4).  
  
Only cut through one panel thickness.  
This prevents damage to the longitudinal members.
- 3 Remove sections (1.1, 1.2).  
  
Do not dispose of sections (1.1, 1.2).



D61.25-A014-82

#### Prepare vehicle floor sections

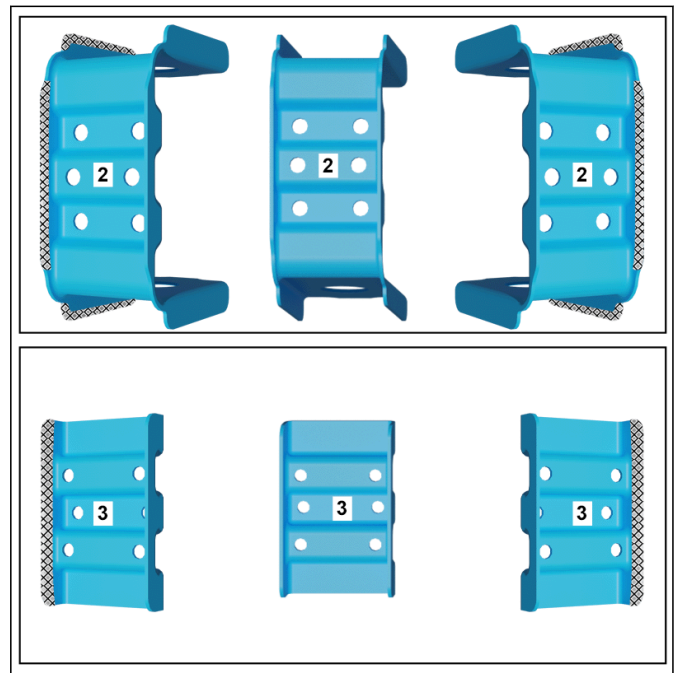
- 4 Grind mating surfaces in the cross-hatched areas on sections (1.1, 1.2) of vehicle floor down to bare metal.
- 5 Remove shavings.



D61.25-A015-76

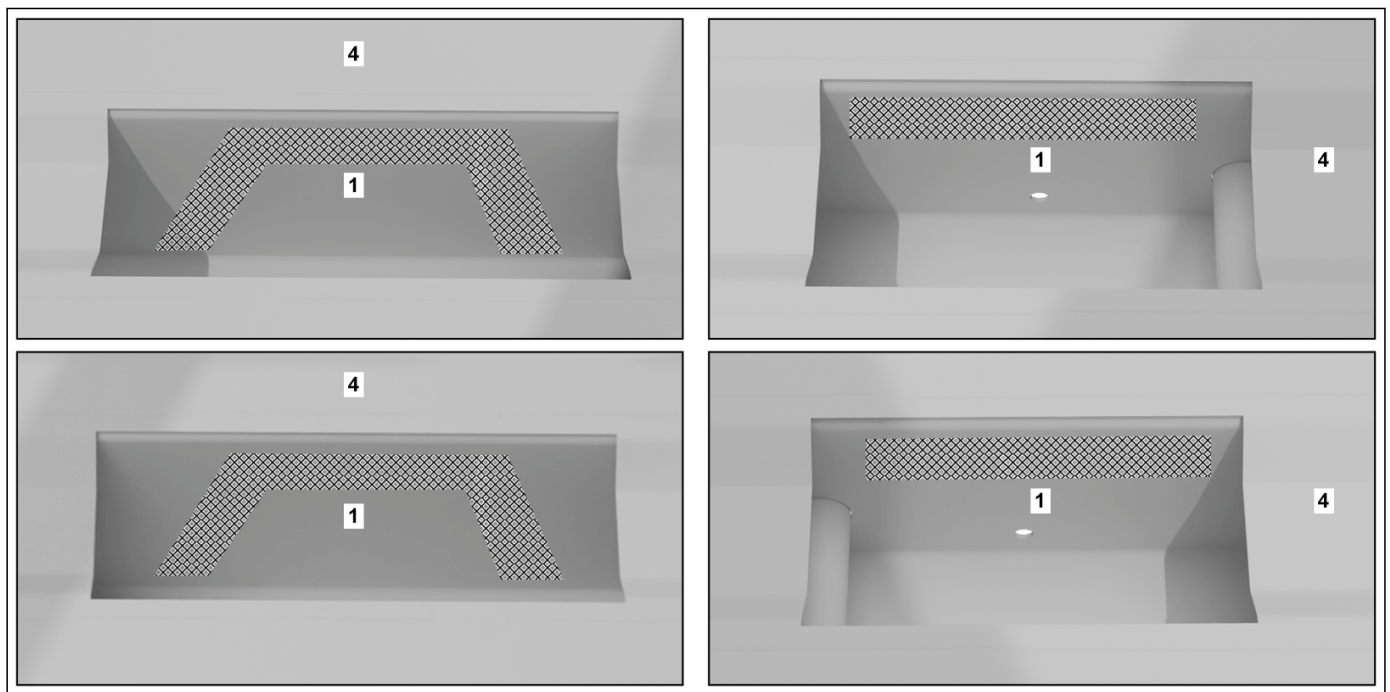
#### Prepare reinforcements for installation

- 6 Grind mating surfaces in the cross-hatched areas on reinforcements (2, 3) down to bare metal.
- 7 Remove shavings.



D61.25-A016-82

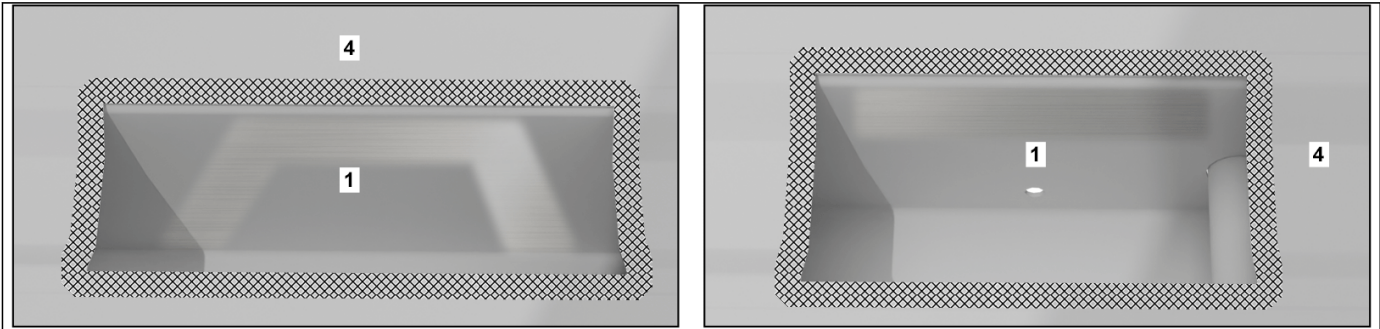
#### Prepare longitudinal members



D61.25-A017-79

- 8 Grind mating surfaces in the cross-hatched areas on longitudinal members (1) down to bare metal.
- 9 Remove shavings.

Prepare vehicle floor

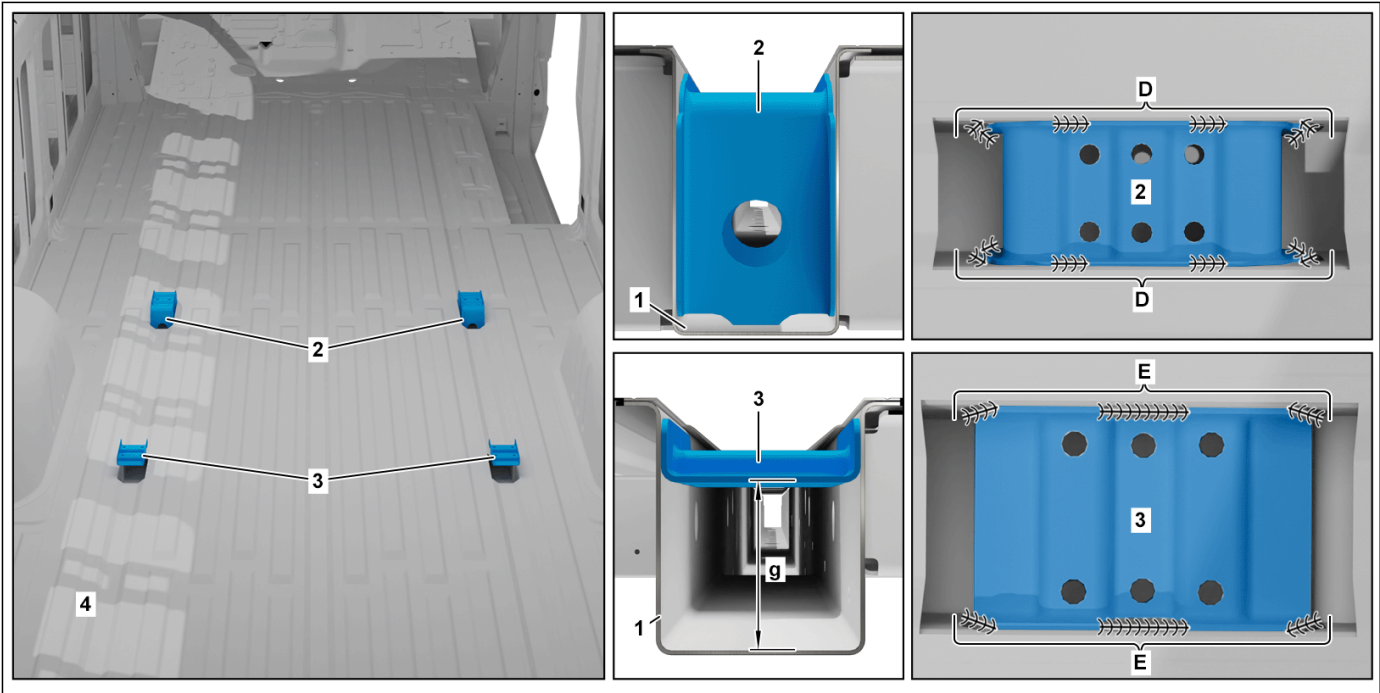


D61.25-A018-77

10 Grind mating surfaces in cross-hatched areas on vehicle floor (4) down to bare metal.

11 Remove shavings.

Install reinforcements



D61.25-A019-79

12 Position reinforcements (2, 3) in longitudinal member (1).  
**i**  
Reinforcements (2): A 906 311 06 95  
Reinforcements (3): A 906 311 01 53

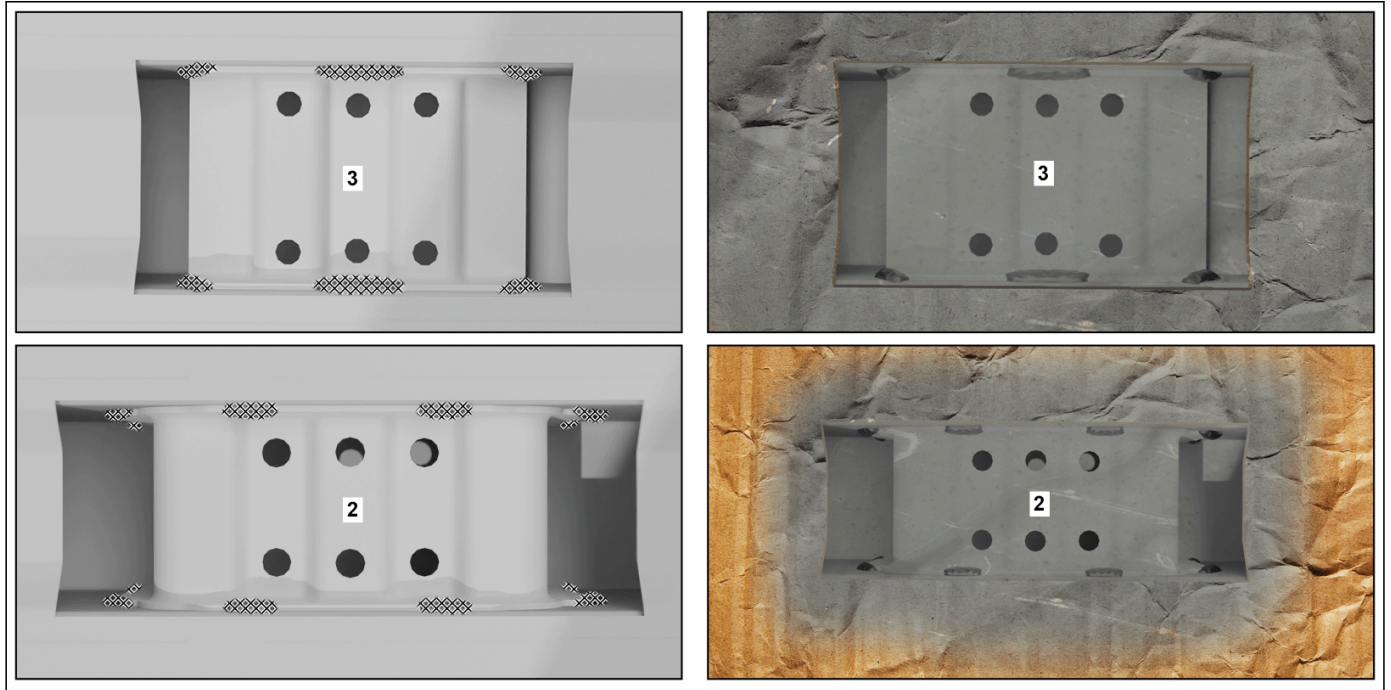
**i**  
Observe dimension (g) to do so.  
Dimension (g) is 56.5 mm.

13 Reinforcements (2, 3) **sg** (areas D, E).





Inert gas weld in intervals and allow to cool down in between. This reduces the heat distortion.



D61.25-A020-79

- 14 Clean weld joints and sheet metal flanges in cross-hatched area.

- 15 Prime repair area with a primer filler.



Use only primer fillers approved by manufacturer.

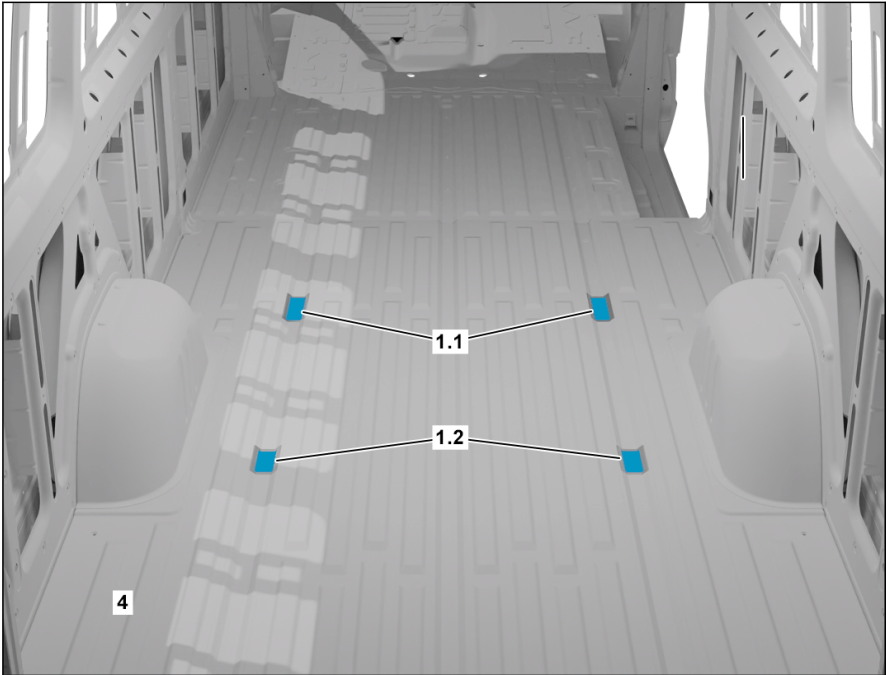
See guidelines for paint technology in the workshop portal.

Mask off areas that should not be primed using suitable materials, e.g. masking paper or masking tape.

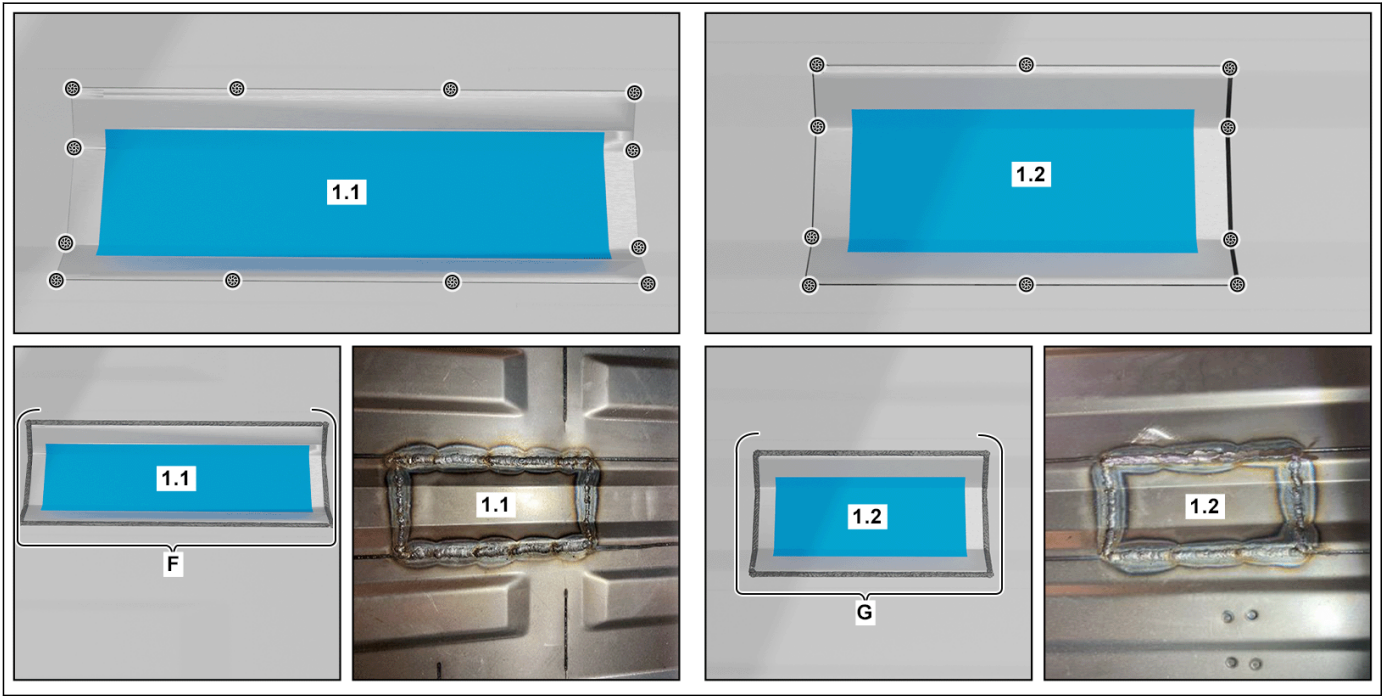
Use corresponding commercially available repair materials.

**Install sections**

- 1.1 Part section
- 1.2 Part section
- 4 Vehicle floor



D61.25-A021-76



D61.25-A022-79

- 16

Position sections (1.1, 1.2) on vehicle floor (4).
- 17

Tack sections (1.1, 1.2) <sup>SG</sup> into place.
- 18

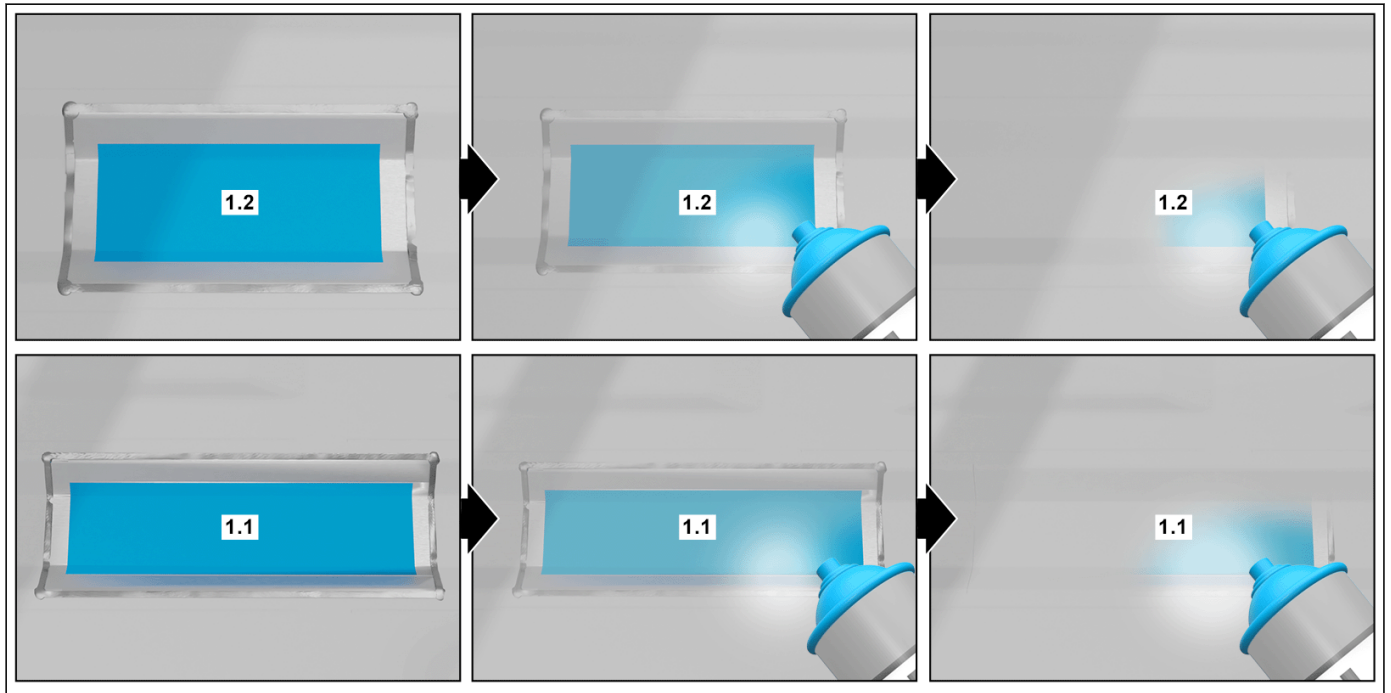
Sections (1.1, 1.2) <sup>SG</sup> (areas F, G).
- 19

i

Inert gas weld in intervals and allow to cool down in between. This reduces the heat distortion.

Grind inert gas weld down flat (areas F, G).

20 Remove shavings.



D61.25-A023-79

21 Clean weld joints and sheet metal flange.

22 Prime repair area with a primer filler.



Use only primer fillers approved by manufacturer.  
See guidelines for paint technology in the workshop portal.

23 Paint repair area and adjacent surfaces.



Only use paints approved by the manufacturer.  
See guidelines for paint technology in the workshop portal.