



Campaign No. 2015020004, March 2015

Revision	Date	Purpose
A	03/06/15	Inclusion of customer letter
–	02/20/15	Initial release

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 906 (Sprinter), Model Year 2015**
B-Pillar Abutting Wedge

Daimler AG (DAG), the manufacturer of Mercedes-Benz and Freightliner Sprinter vehicles, has determined that Model Year 2015 Mercedes-Benz and Freightliner Sprinter vehicles may be manufactured with an incorrectly installed abutting wedge at the B-pillar. The Model Year 2015 vehicles required an abutting wedge at the B-pillar for door opening forces after a severe frontal impact crash. If a vehicle with an incorrectly installed abutting wedge is involved in a severe frontal collision, it may require significantly greater forces to open the doors. To correct this condition an authorized Mercedes-Benz or Freightliner Sprinter dealer will check the installation of the abutting wedge, and if found incorrect will correct the abutting wedge installation and replace the mounting bolts.

Attached is a sample copy of a letter which owners of the affected vehicles will receive.

Prior to performing this Recall Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired.
- Please review the entire Recall Campaign bulletin and follow the repair procedure exactly as described.

Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 5,582 vehicles are involved.

Order No. V-RC-2015020004

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

Procedure

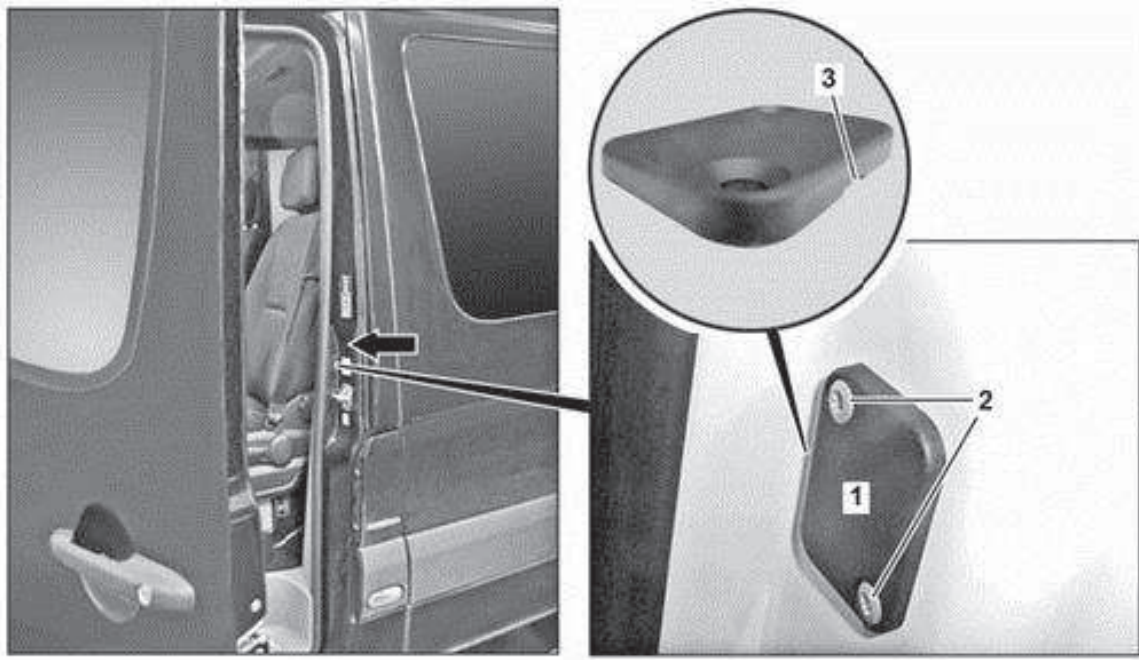






Figure 1

1.  Check installation position of wedge-type stop (1, Figure 1) on B-pillar of driver and passenger side of vehicle:
 - The cutout (3) of the wedge-type stop (1) must face towards the vehicle's interior (arrow). If installation position of wedge-type stop (1) on B-pillar of driver **and** passenger side is **correct (OK)**: Procedure is complete.
 - If installation position of wedge-type stop (1) on B-pillar of driver and/or passenger side is **not correct (NOT OK)**, proceed to step 2.
2. Correct the installation position of wedge-type stop (1, Figure 1) on B-pillar of driver **and/or** passenger side of vehicle:

i Note:

Correct the installation position of either **1 or both** wedge type stops (1) depending on results of step 1.

-  Remove bolts (2) of wedge-type stop (1) and remove wedge-type stop (1).
-  Reinstall the wedge-type stop (1) with cutout (3) facing **towards the vehicle's interior** (arrow).
-  Torque bolts (2) to 5 Nm.

i Note:

The bolts (2) must be replaced (do not reuse bolts).

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
2 or 4 (if required)	Bolt	A 001 990 17 02	<2%



Note:

- Please be aware that only the part number(s) referenced in the Campaign Bulletin is/are approved for use to repair the vehicle. Repairs performed using any other part(s) will not have been performed in accordance with the campaign. Accordingly, warranty claims submitted with reference to an improper part number(s) will be denied.
- The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information

Repair 1

Operation: Check installation position of wedge-type stop on B-pillar at left and right (02 8900).

Damage Code	Operation Number	Labor Time (hrs.)
72 900 71 8	02 8900	0.1

Repair 2

Operation: Check installation position of wedge-type stop on B-pillar at left and right (02 8900).
Correct installation position of wedge-type stop on B-pillar at left (02 8906).

Damage Code	Operation Number	Labor Time (hrs.)
72 900 71 7	02 8900	0.1
	02 8906	0.2

Repair 3

Operation: Check installation position of wedge-type stop on B-pillar at left and right (02 8900).
Correct installation position of wedge-type stop on B-pillar at right (02 8907).

Damage Code	Operation Number	Labor Time (hrs.)
72 900 71 7	02 8900	0.1
	02 8907	0.2

Repair 4

Operation: Check installation position of wedge-type stop on B-pillar at left and right (02 8900).
Correct installation position of wedge-type stop on B-pillar at left (02 8906).
Correct installation position of wedge-type stop on B-pillar at right (02 8907).

Damage Code	Operation Number	Labor Time (hrs.)
72 900 71 7	02 8900	0.1
	02 8906	0.2
	02 8907	0.2



Note

Operation Number labor times are subject to change.



Mercedes-Benz

IMPORTANT SAFETY RECALL 2015020004

**This notice applies to your vehicle, Insert VIN here
Door Abutting Wedge
NHTSA Recall # 15V082**

Mercedes-Benz USA, LLC

Bernhard J. Glaser
Vice President &
Managing Director
Vans USA

March 2015

Dear Mercedes-Benz Sprinter Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Daimler AG (DAG), the manufacturer of Mercedes-Benz Sprinter vehicles, has decided that a defect which relates to motor vehicle safety exists in the door abutment wedge of Model Year 2015 Mercedes-Benz Sprinter vehicles during a certain production period. Our records indicate that your vehicle is included in the affected population of vehicles.

WE SENT YOU THIS NOTICE BECAUSE WE ARE CONCERNED ABOUT YOUR SAFETY.

The Model Year 2015 Sprinter vehicles require an abutting wedge at the B-pillar to assist in opening the doors after a severe frontal impact crash. The abutting wedge may have been installed incorrectly on your vehicle. If a vehicle with an incorrectly installed abutting wedge is involved in a severe frontal collision, it may require significantly greater forces to open the doors, increasing the risk of injury. An authorized Mercedes-Benz Sprinter dealer will check the installation of the abutting wedge, and if found incorrect will correct the abutting wedge installation and replace the mounting bolts.

This service will be provided free of charge. We are dedicated to always delivering the Best or Nothing – and respect for your time is a top priority. While the minimum repair time is approximately one half hour, your dealer can provide you with a better estimate of the overall time for this service visit. As a matter of normal service process, an authorized Mercedes-Benz Sprinter dealer will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time.

For additional information and to schedule an appointment please contact **MERCEDES-BENZ OF ANYTOWN, 201-555-1234** or another authorized dealer, at your earliest convenience. To locate additional authorized dealers see www.sprintervansusa.com/dealer-locator. **Please mention you are scheduling an appointment to check the abutting wedge installation under Recall Campaign # 2015020004.** You may be asked for your 17-digit Vehicle Identification Number (VIN) which, for your convenience, is located above your name at the top of this letter.

In the event that you are no longer the vehicle owner, or have had a change of address, please complete the reverse side and return the updated information in the enclosed envelope. If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 days to comply with federal regulations.

Should you have any questions or encounter any difficulty regarding this Recall Campaign please contact an authorized Mercedes-Benz Sprinter dealer. If for any reason a dealer is unable to remedy your situation, we are always happy to hear from you. Please contact us at 877-762-8267

If an authorized Mercedes-Benz Sprinter dealer or Mercedes-Benz USA, LLC fails or is unable to perform this service without charge within 60 days, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <http://www.safercar.gov>.

We regret any inconvenience this situation may cause you.

Sincerely,

Mercedes-Benz USA, LLC
One Mercedes Drive
P.O. Box 350
Montvale, NJ 07645-0350
Phone (201) 573-0600
Fax (201) 573-0117
www.MBUSA.com

IMPORTANT

IF FOR ANY REASON YOU DO NOT NOW OWN THIS VEHICLE OR HAVE A CHANGE OF ADDRESS, PLEASE COMPLETE THE SECTION BELOW, PLACE IN THE ENCLOSED ENVELOPE, AND DROP IN ANY MAIL BOX. IF POSSIBLE, PROVIDE THE NAME AND ADDRESS OF THE PRESENT OWNER SO THAT WE MAY CONTACT THEM.

☐ **SCRAPPED**

☐ **STOLEN**

☐ **OTHER** _____

☐ **SOLD** _____ **I HAVE SOLD THE VEHICLE TO:**

☐ **MY NEW ADDRESS IS:**

NAME _____

STREET _____ **APT.** _____

CITY _____ **STATE** _____ **ZIP** _____

PHONE _____

THANK YOU FOR YOUR COOPERATION

IMPORTANT SAFETY RECALL 2015020004

This notice applies to your vehicle, Insert VIN here
Door Abutting Wedge
NHTSA Recall # 15V082

Daimler Vans USA, LLC

A Daimler Company

Bernhard J. Glaser

Vice President &
Managing Director
Vans USA

March 2015

Dear Freightliner Sprinter Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Daimler AG (DAG), the manufacturer of Freightliner Sprinter vehicles, has decided that a defect which relates to motor vehicle safety exists in the door abutment wedge of Model Year 2015 Freightliner Sprinter vehicles during a certain production period. Our records indicate that your vehicle is included in the affected population of vehicles.

WE SENT YOU THIS NOTICE BECAUSE WE ARE CONCERNED ABOUT YOUR SAFETY.

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This service will be provided free of charge. We are dedicated to always delivering the Best or Nothing – and respect for your time is a top priority. While the minimum repair time is approximately one half hour, your dealer can provide you with a better estimate of the overall time for this service visit. As a matter of normal service process, an authorized Freightliner Sprinter dealer will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time.

For additional information and to schedule an appointment please contact **FREIGHTLINER OF ANYTOWN, 201-555-1234** or another authorized Freightliner Sprinter dealer, at your earliest convenience. To locate additional authorized dealers see www.sprintervansusa.com/dealer-locator. **Please mention you are scheduling an appointment to check the abutting wedge install under Recall Campaign # 2015020004.** You may be asked for your 17-digit Vehicle Identification Number (VIN) which, for your convenience, is located above your name at the top of this letter. You may be asked for your 17-digit Vehicle Identification Number (VIN) which, for your convenience, is located above your name at the top of this letter.

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Should you have any questions or encounter any difficulty regarding this Recall Campaign please contact an authorized Freightliner Sprinter dealer. If for any reason a dealer is unable to remedy your situation, we are always happy to hear from you. Please contact us at 877-762-8267

If an authorized Freightliner Sprinter dealer or Daimler Vans USA, LLC fails or is unable to perform this service without charge within 60 days, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <http://www.safercar.gov>.

We regret any inconvenience this situation may cause you.

Sincerely,



Daimler Vans USA, LLC
One Mercedes Drive
P.O. Box 350
Montvale, NJ 07645-0350
877-762-8267

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☐ SCRAPPED

☐ STOLEN

☐ OTHER _____

☐ SOLD I HAVE SOLD THE VEHICLE TO: _____

☐ MY NEW ADDRESS IS: _____

NAME _____

STREET _____

APT. _____

CITY _____

STATE _____

ZIP _____

PHONE _____

THANK YOU FOR YOUR COOPERATION