

TO: Mercedes-Benz Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
Re: Recall Campaign Launch Notification Model 907 (Sprinter) Model Year 2020 Check Torque on Front Door Hinge Screws	DATE: June, 2021



Mercedes-Benz

IMPORTANT RECALL CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above



Campaign No. :	Campaign Desc. :	Check Torque on Front Door Hinge Screws
2021060008	VS3TURSCHA	
<p>This is to notify you of a Recall Campaign Launch to check the torque on the front door hinge screws on approximately 2,503 MY20 Mercedes-Benz 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 “Open” in VMI and cannot be sold.</p>		
Background		
Issue	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vans, has determined that on certain Sprinter vehicles from platform 907 (VS30), the screws for the front door hinges may not have been tightened according to specification. If the door hinge screws are not tightened with the specified amount of torque, it’s possible that the pre-tensioning force of the screw could decrease and eventually cause a change in the opening/closing behavior of the door as well as changes in door gap dimensions. This could increase the risk of injury in the event of a crash.</p>	
What We’re Doing	<p>MBUSA is conducting a voluntary recall. An authorized Mercedes-Benz Sprinter dealer will check the front door hinges screws and re-torque to specification if necessary.</p>	
Remedy	Remedy is available.	
Vehicles Affected		
Vehicle Model Year(s)	Model Year 2020	
Vehicle Model	Sprinter VS30, Platform 907	
Vehicle Populations		
Total Recall	2,503	
Dealer Inventory	245	
<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 June, 2021.	
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.	
<p>While we regret any inconvenience this may cause, we are determined to maintain a high level of vehicle quality and customer satisfaction.</p>		



Campaign No. 2021060008 June, 2021

TO: ALL MERCEDES-BENZ & FREIGHTLINER CENTERS

SUBJECT: **Model 907 Sprinter, Model Year 2020**
Check Torque on Front Door Hinge Screws

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vans, has determined that on certain Sprinter vehicles from platform 907 (VS30), the screws for the front door hinges may not have been tightened according to specification. If the door hinge screws are not tightened with the specified amount of torque, it’s possible that the pre-tensioning force of the screw could decrease and eventually cause a change in the opening/closing behavior of the door as well as changes in door gap dimensions. This could increase the risk of injury in the event of a crash.

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 **2,016** vehicles are involved.

Order No. V-RC-2021060008

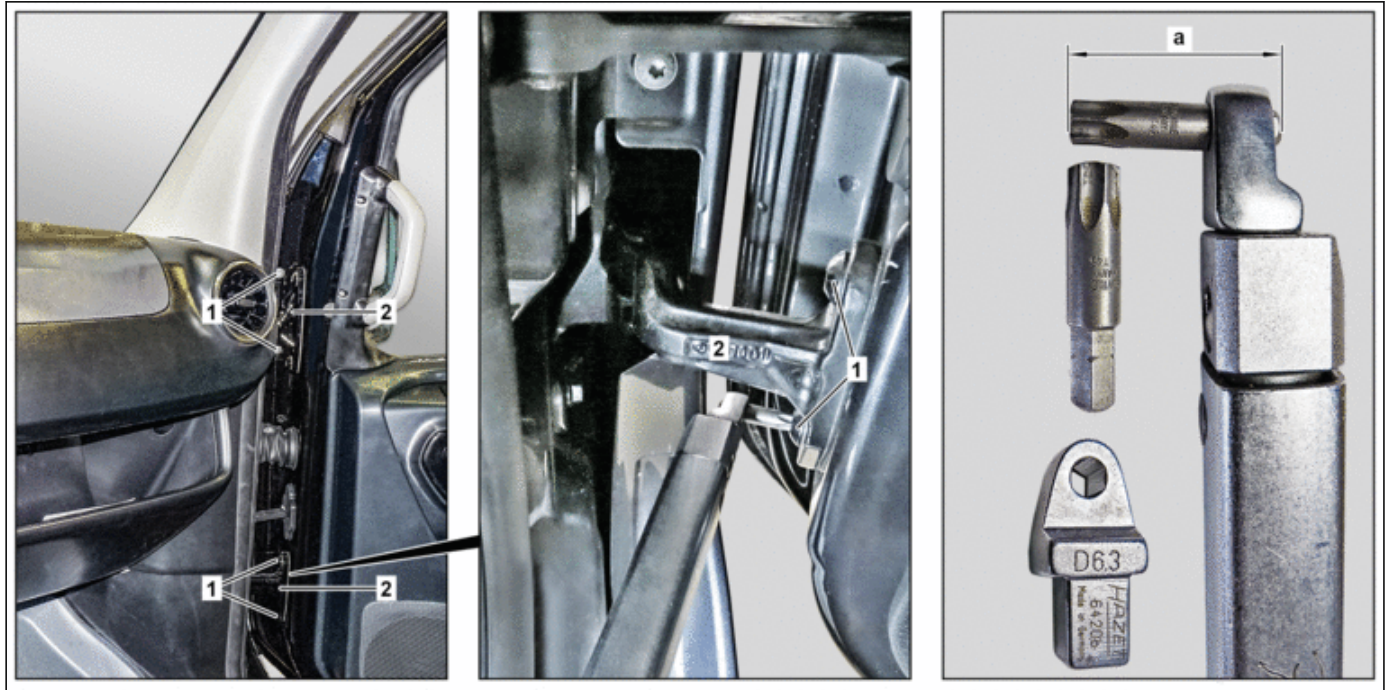
This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

Model 907
with code ZU7 (National version for Canada)

Model 907
with code ZU8 (National version for USA)

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

Category	Op. no.	Operation text	Time	Damage Code	Code
L	02 1380	Operations: Check threaded connections of hinges on front doors	0.3hrs	72 902 54	VS3TURSC HA
L	02 1381	Operations: Adjust front door ... (after check)	0.5hrs	72 902 54	VS3TURSC HA



D72.10-A007-79

Shown on right side of vehicle

1 Bolts

2 Hinge

a Dimension (approx. 35 mm)

Check threaded connections of hinges (2) on **both** front doors.

⚠ Warning	Risk of injury caused by fingers being jammed or pinched when removing, installing or aligning hoods, doors, trunk lid/rear-end door or sliding roof.	No parts of the body or limbs should be within the operating area when the components are moving.	AS00.00-Z-0011-01A
Notice	Notes on carrying out repair work in the vehicle interior		AH68.00-N-0001-01S

	Check		
1	Check, whether the vehicle is affected by the measure.	For authorized Mercedes-Benz service partners, only the entry in the Extended VEGA Application (EVA) system, in the "Current" tab, is decisive. An additional test of the affected vehicles in the workshop information system (WIS) or vehicle list is thereby not necessary.	
2	Fully open each front door.		
3	Check front door for play on screws (1) and hinges (2). 	To do so, move front door e.g. abruptly. If front door exhibits play on the screws (1) or hinges (2), ↓ Adjust front door. If front door does not exhibit any play on the screws (1) or hinges (2), ↓ continue with operation step 4.	AR72.10-D-0550TS
	Tighten threaded connection		
4	Tighten screws (1). Note on calculation of tightening torque when using insertion or socket tools with various effective lengths	If the respective front door does not exhibit any play on the screws (1) or hinges (2). Use torque wrench attached at low eye-level height. Observe dimension (A). Screw/bolt, hinge to front door	AH00.00-P-0015-01CW BA72.10-N-1010-01TS

Front door

Number	Designation	Model 907
BA72.10-N-1010-01TS	Screw/bolt, hinge to front door	Nm 23