

TO: Mercedes-Benz Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
Re: Initial Recall Campaign Notification Model 907 (Sprinter) Model Years 2021 Replace Torsion Bar Linkage	DATE: March, 2022



Mercedes-Benz

IMPORTANT RECALL CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above



Campaign No. :	Campaign Desc. :	Replace Torsion Bar Linkage
2022030013p	PDGVADREH	
<p>This is to notify you of an initial Recall Campaign to replace the torsion bar linkage on approximately 2,153 MY21 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 “PENDING” in VMI and cannot be sold.</p>		
Background		
Issue	<p>Mercedes-Benz AG (MBAG), the manufacturer of Mercedes-Benz Sprinter vans, has determined that the torsion bar on certain Sprinter vehicles was not bolted to the torsion bar linkage by the component supplier during front axle assembly in accordance with design specifications. The shim on the torsion bar was incorrectly installed between the nut and the torsion bar, rather than between the ball stud and the torsion bar. Due to the incorrect assembly, the torsion bar may not meet operational strength requirements. Settling effects may occur between the journal flange and the torsion bar. These effects might reduce the bolt preload at the connection, which could increase fatigue on the journal and lead to a fatigue fracture of the journal, which could increase the risk of a crash.</p>	
What We're Doing	<p>MBUSA is conducting a voluntary recall. An authorized Mercedes-Benz dealer will correct the position of the shim and replace the torsion bar linkage.</p>	
Parts	Parts are not yet available.	
Vehicles Affected		
Vehicle Model Year(s)	Model Year 2021	
Vehicle Model	Sprinter VS30, Platform 907	
Vehicle Populations		
Total Recall	2,153	
Dealer Inventory	24	
<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 April, 2022.	
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>		

