

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

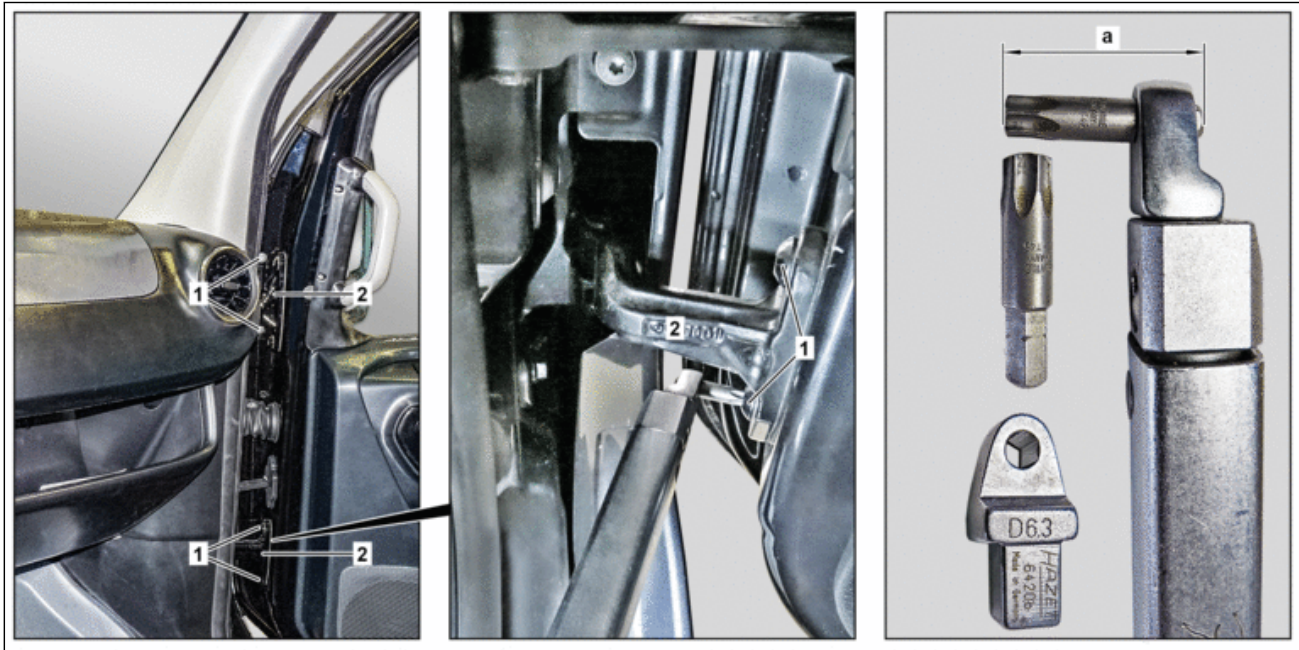
This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

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).  AR	 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