

Customer Notification



DEPARTMENT OF COMPLIANCE
VEHICLE SAFETY AND RECALL MANAGEMENT
BUILDING 11
423 N MAIN ST
MIDDLEBURY, INDIANA 46540-9218

Customer Notification: 51-1493

Mercedes Recall: 21V131

- o *Integrity*
- o *Safety*
- o *Quality*
- o *Customer Service*

<<OWNER NAME/DEALERNAME>>

<<ADDRESS>>

<<CITY>>, <<ST>> <<ZIP-XXX>>

August 2022

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to a Mercedes Benz USA recall 21V131 involving certain 2022 Forester, Sunseeker, Dynamax Isata, Coachmen Prism Class C and Coachmen Prism Class B Recreational Vehicles. Please see the information below, which describes the issue and provides you with details on the steps you should take to have your vehicle repaired.

WHAT IS THE ISSUE?

Mercedes-Benz AG (MBAG), the manufacturer of Mercedes-Benz Sprinter vans, has determined that the torsion bar on certain Sprinter vehicles was not assembled to the torsion bar linkage by the component supplier 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.

An authorized Mercedes-Benz Sprinter dealer will inspect and replace if necessary, the torsion bar linkage and mounting hardware on the affected vehicles

OWNERS AND DEALERS: WHAT SHOULD YOU DO?

The remedy for this recall is now available. .

Please review and follow the notice that accompanies this letter.

Sincerely,

Forest River
Office of Corporate Compliance

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 2021 Replace Torsion Bar Linkage & Mounting Hardware	DATE: August, 2022



Mercedes-Benz

IMPORTANT RECALL CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above



News Channel Update | Vans Customer Service and Parts

Campaign No. :	Campaign Desc. :	Replace Torsion Bar Linkage & Mounting Hardware
2022080004	VS3VADREH	
This is to notify you of a Recall Campaign Launch to replace the torsion bar linkage & mounting hardware 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 “OPEN” in VMI and cannot be sold until remedied.		
Background		
Issue	Mercedes-Benz AG (MBAG), the manufacturer of Mercedes-Benz Sprinter vans, has determined that the torsion bar on certain Sprinter vehicles was not assembled to the torsion bar linkage by the component supplier 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.	
What We’re Doing	MBUSA is conducting a voluntary recall. An authorized Mercedes-Benz dealer will inspect and replace if necessary, the torsion bar linkage and mounting hardware on the affected vehicles	
Parts	Parts are available.	
Vehicles Affected		
Vehicle Model Year(s)	Model Year 2021	
Vehicle Model	Sprinter VS30, Platform 907	
Vehicle Populations		
Total Recall	2,153	
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 August, 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.	
While we regret any inconvenience this may cause, we are determined to maintain a high level of vehicle quality and customer satisfaction.		

Mercedes-Benz USA, LLC

A Mercedes-Benz Group AG Company
One Mercedes-Benz Drive Sandy Springs, GA 30328 770.705.0600



Campaign No. 2022080004, August, 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 907 Sprinter, Model Year 2021**
Torsion Bar Linkage and Mounting Hardware

Mercedes-Benz AG (MBAG), the manufacturer of Mercedes-Benz Sprinter vans, has determined that the torsion bar on certain Sprinter vehicles was not assembled to the torsion bar linkage by the component supplier 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.

An authorized Mercedes-Benz Sprinter dealer will inspect and replace if necessary, the torsion bar linkage and mounting hardware on the affected vehicles

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 **2,153** vehicles are involved.

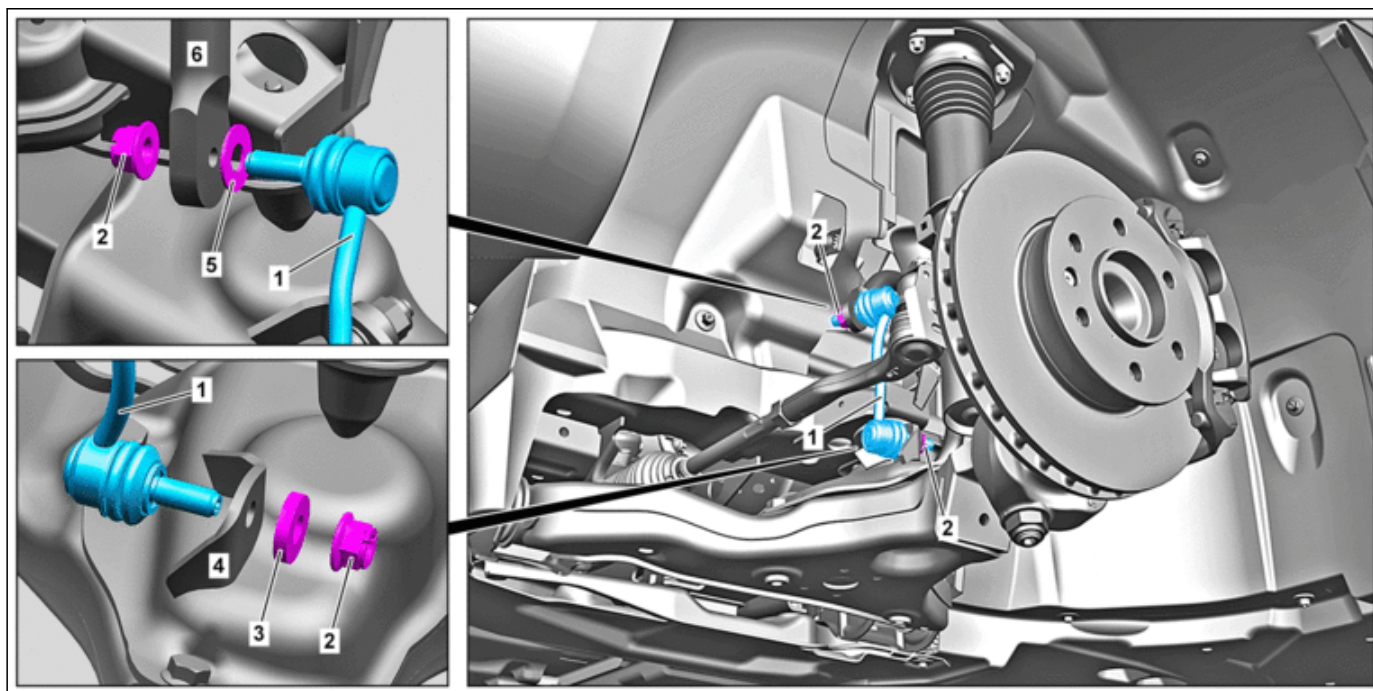
Order No. V-RC-2022080004

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 CB4 (Stabilisation, stage III)

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

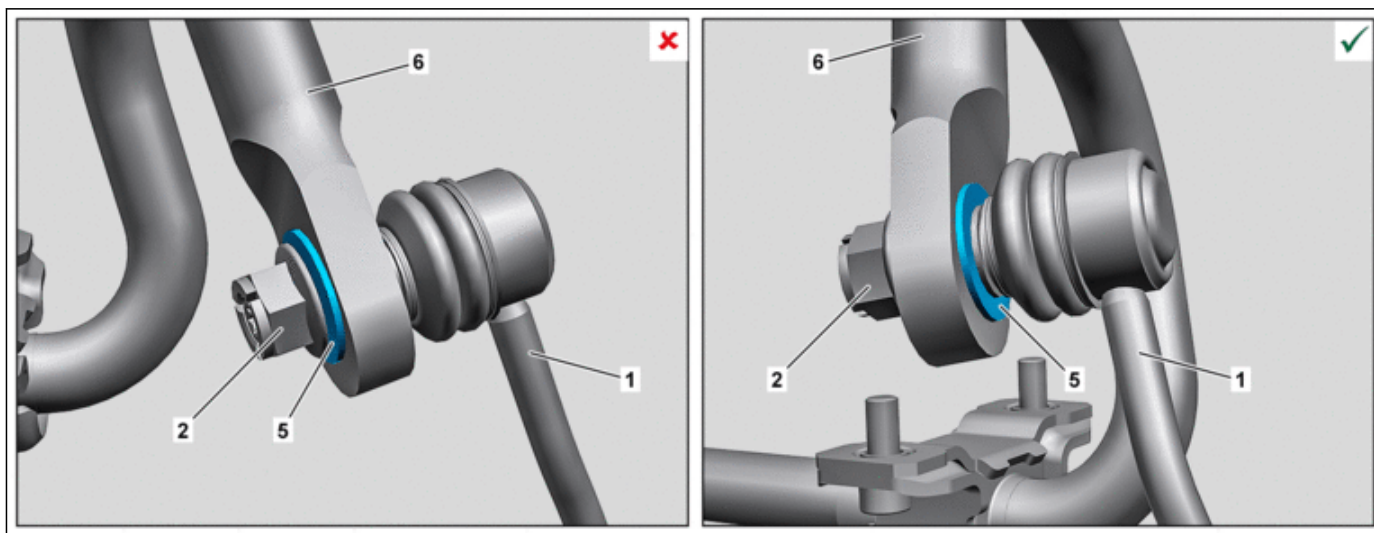
Category	Op. no.	Operation text	Time	Damage Code	Codeword
L	02 0617	Operations: Replace 2 torsion bar linkages of front stabilizer bar	0.8 hrs	32 920 17	VS3VADRE H
L	02 1586	Operations: Extra work for removing/installing 2 wheel and tire assemblies during installation with wheel lift dolly	0.2 hrs	32 920 17	VS3VADRE H



D32.35-A004-79

Shown on model 907 with code CB4 (Stage III stabilization), left side of vehicle

1	Stabilizer bar linkage	3	Shim	5	Shim
2	Nut	4	Stop plate holder	6	Stabilizer bar



D32.35-A005-78

Shown on model 907 with code CB4 (Stage III stabilization), left side of vehicle

- | | | | |
|---|------------------------|---|----------------|
| 1 | Stabilizer bar linkage | 5 | Shim |
| 2 | Nut | 6 | Stabilizer bar |

Danger	Risk of death caused by vehicle slipping or toppling off of the lifting platform.	Align vehicle between vehicle lift columns and position the four support plates at the vehicle lift support points specified by the vehicle manufacturer.	AS00.00-Z-0010-01A
Warning	Risk of injury caused by pinching or crushing when working on springs or spring bodies that are under tension	Use only approved tensioning devices; additionally screen off hazardous area if necessary. Check special tools for damage and proper operation (visual inspection). Wear protective gloves.	AS00.00-Z-0001-01A
Notice	Notes on self-locking nuts and bolts		AH00.00-P-0001-01KOA
	Notes on repair work on suspension components		AH00.00-P-0100-01A

	Check		
1	Check, whether the vehicle is affected by the measure.	Affected vehicles: Replace torsion bar linkage (code: VS3VADREH, acc. no.: 32 920 17) Model 907.### ## as of 055804 up to 374997 with code CB4 (Stabilisation, stage III)	SM32.35-D-0023-01AAA
	Remove		
2  AR	Remove both front wheels.		AR40.10-D-1100TS
3	Remove nuts (2) from torsion bar linkages (1) on right and left side of vehicle.	If the threaded pin on the ball head turns too, ↓ counterhold the threaded pin.	
4	Remove torsion bar linkages (1).	 Remove shims (3, 5) too. The shim (5) may be attached to the wrong side of the torsion bar linkage (1). Replace torsion bar linkages (1).	
	Check		
5	Check shims (3, 5) for damage.	If shims (3, 5) are damaged, ↓ replace shims (3, 5).	
	Install		
6	Install new torsion bar linkages (1).	 Observe installation position of torsion bar linkages (1). The torsion bar linkage (1) only have sufficient clearance when in the correct installation position.  Position shim (3) between lower nut (2) and stop plate holder (4), as shown. Position shim (5) between threaded pin of torsion bar linkage (1) and stabilizer bar (6), as shown.	

7	Attach nuts (2) to torsion bar linkages (1) on right and left side of vehicle. Notice Notes on self-locking nuts and bolts Note on calculation of tightening torque when using insertion or socket tools with various effective lengths	 Nut, torsion bar linkage to stabilizer bar  Nut, torsion bar linkage to transverse control arm If the threaded pin on the ball head turns too, ↓ counterhold the threaded pin.	AH00.00-P-0001-01KOA AH00.00-P-0015-01CW BA32.35-Z-1002-02KTS BA32.35-Z-1003-02KTS
8	Mount both front wheels.		AR40.10-D-1100TS

 Front axle stabilizer bar

Number	Designation	Model 907
BA32.35-Z-1002-02KTS	Nut, torsion bar linkage to stabilizer bar Nm	106

 Front axle stabilizer bar

Number	Designation	Model 907
BA32.35-Z-1003-02KTS	Nut, torsion bar linkage to transverse control arm Nm	106

Parts ordering note

Part no.	Designation	Quantity
A 907 320 05 02	Left torsion bar linkage	1
A 907 320 06 02	Right torsion bar linkage	1
N 000000 003276	Nut	4
A 907 990 07 00	Shim (top) ONLY IF DAMAGED	As Needed
N 007349 013005	Shim (bottom) ONLY IF DAMAGED	As Needed