



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

May 28, 2021

Mr. Antonio Mole
Daimler Vans USA, LLC
8501 Palmetto Commerce Pkwy
Ladson, SC 29456

NEF-107MR
21V-359

Subject: Door Hinge Screws Not Tightened Properly

Dear Mr. Mole:

This letter serves to acknowledge Daimler Vans USA, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

MERCEDES-BENZ/SPRINTER 1500/2020
MERCEDES-BENZ/SPRINTER 2500/2020
MERCEDES-BENZ/SPRINTER 3500/2020
MERCEDES-BENZ/SPRINTER 4500/2020

Mfr's Report Date: May 17, 2021

NHTSA Campaign Number: 21V-359

Components:

STRUCTURE:BODY:DOOR:HINGE AND ATTACHMENTS

Potential Number of Units Affected: 2,016

Problem Description:

Daimler Vans USA, LLC (DVUSA) is recalling certain 2020 Mercedes-Benz Sprinter vehicles. The screws for the front door hinges may not have been tightened properly.

Consequence:

Loose door hinge screws could change the gap between the door and vehicle body, increasing the risk of injury in the event of a crash.

Remedy:

Dealers will check the screws and tighten them as necessary, free of charge. Owner notification letters are expected to be mailed June 21, 2021. Owners may contact DVUSA customer service at 1-877-762-8267. DVUSA's number for this recall is VS3TURSCHA.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.

Please be reminded of the following requirements:



You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Daimler Vans USA, LLC's contact for this recall will be Michelle Rice who may be reached by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement