

TO: Mercedes-Benz Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
<b>Re: Initial Recall Campaign Notification</b> <b>Model 907 (Sprinter)</b> <b>Model Years 2020</b> <b>Incorrect Torque on Front Door Hinge Screws</b>	DATE: May, 2021



Mercedes-Benz

**IMPORTANT RECALL CAMPAIGN INFORMATION**

Please see the attached documents related to the campaign listed above



<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Incorrect Torque on Front Door Hinge Screws</b>
<b>2021050014</b>	<b>PDGTURSCHA</b>	
<p>This is to notify you of an initial <b>Recall Campaign</b> concerning the incorrect torque on the front door hinge screws on approximately <b>2,503</b> MY20 Mercedes-Benz Sprinter vans. The recall campaign will be visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. All affected VINs will be flagged as <b>"PENDING"</b> in VMI and cannot be sold.</p>		
<b>Background</b>		
<b>Issue</b>	<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>	
<b>What We're Doing</b>	<p>MBUSA is conducting a voluntary recall. An authorized Mercedes-Benz Sprinter dealer will check the screws and apply the tightening torque of the front door hinges as specified.</p>	
<b>Parts</b>	<b>Part is not available.</b>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	Model Year 2020	
<b>Vehicle Model</b>	Sprinter VS30, Platform 907	
<b>Vehicle Populations</b>		
<b>Total Recall</b>	<b>2,503</b>	
<b>Dealer Inventory</b>	<b>245</b>	
<p><b>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.</b></p> <p><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</b></p> <p><b>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.</b></p>		
<b>Next Steps/Notes</b>		
<b>Customer Notification Timeline</b>	An owner notification letter to be mailed in June, 2021.	
<b>AOMS/SOMS</b>	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.	
<b>Rental Fleet Partners</b>	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>		

