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| TO: Freightliner 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 2020 Check Torque on Front Door Hinge Screws | DATE: June, 2021 |



IMPORTANT RECALL CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above

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| Campaign No. : | Campaign Desc. : | Check Torque on Front Door Hinge Screws |
| 2021060008 | VS3TURSCHA | |
| <p>This is to notify you of a Recall Campaign Launch to check the torque on the front door hinge screws on approximately 227 MY20 Freightliner 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.</p> | | |
| Background | | |
| Issue | <p>Mercedes-Benz AG ("MBAG"), the manufacturer of Freightliner 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> | |
| What We're Doing | <p>DVUSA is conducting a voluntary recall. An authorized Freightliner Sprinter dealer will check the front door hinges screws and re-torque to specification if necessary.</p> | |
| Remedy | Remedy is available. | |
| Vehicles Affected | | |
| Vehicle Model Year(s) | Model Year 2020 | |
| Vehicle Model | Sprinter VS30, Platform 907 | |
| Vehicle Populations | | |
| Total Recall | 227 | |
| Dealer Inventory | 36 | |
| <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 June, 2021. | |
| 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 DVUSA fleet representative for further information and next steps. For repairs, please contact your preferred DVUSA 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> | | |

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

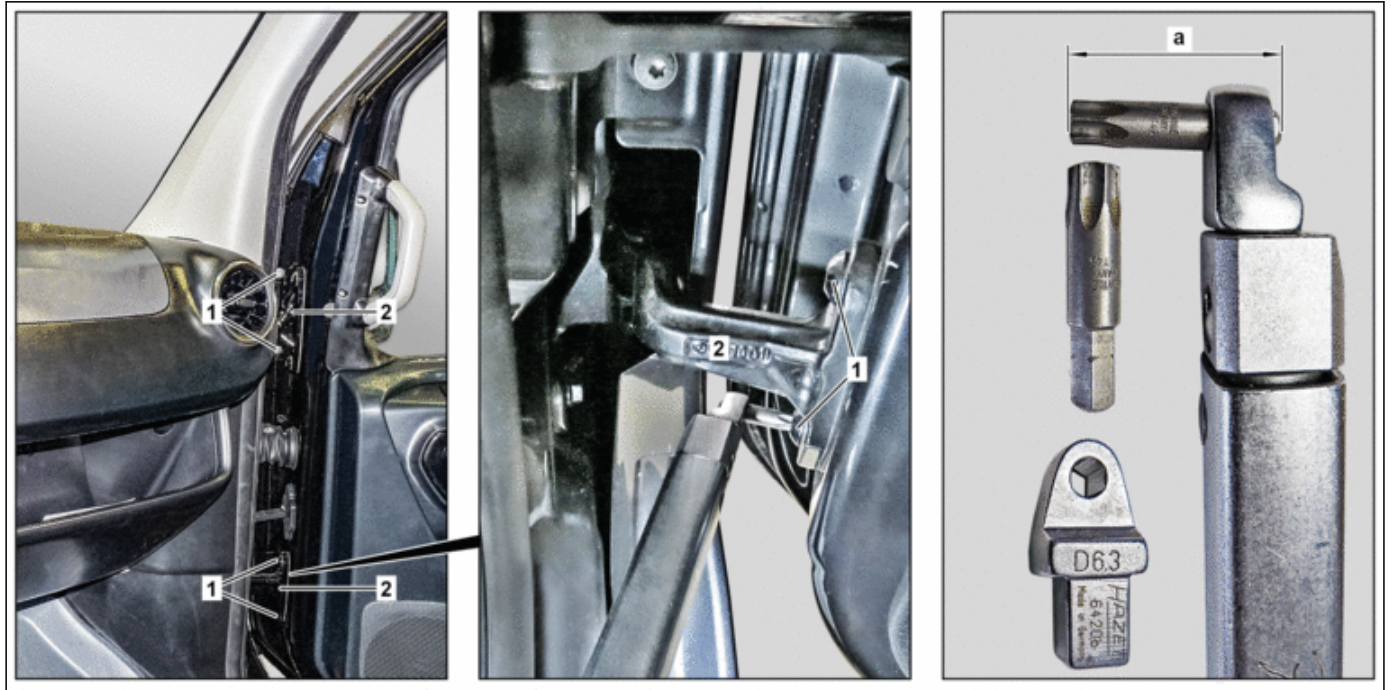
This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

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 |

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|  | 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 |