

IMPORTANT SAFETY RECALL

IMPORTANT SAFETY RECALL NOTICE 2021060008

This notice applies to your vehicle

VIN: [REDACTED]

Check Torque on Front Door Hinge Screws

NHTSA Recall ID: 21V359

June, 2021

A remedy is available for your vehicle.
Schedule an appointment with your authorized
Mercedes-Benz dealer as soon as possible.
This repair will be provided free of charge.

Dear Valued Freightliner Sprinter Owner:

This notice is being sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Mercedes-Benz AG (“MBAG”), the manufacturer of Freightliner Sprinter Vans has decided that a defect which relates to motor vehicle safety exists in certain Model Year (MY) 2020 Freightliner Sprinter vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.



What is the issue?

On certain MY20 Sprinter vehicles, 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.



What will your Freightliner Dealer do?

An authorized Freightliner dealer will check the screws on the front door hinges and re-torque to specification if necessary.



Steps to take.

For additional information and to schedule an appointment, please contact your preferred authorized Freightliner Sprinter dealer at your earliest convenience. To locate your nearest Freightliner Sprinter dealers, please visit <https://www.freightlinersprinterusa.com/freightliner/shopping-tools/find-a-dealer> or call 1-800-367-6372

Please mention you are scheduling an appointment to check the torque on front door hinge screws under Recall Campaign # 2021060008.

This could take approximately 45 minutes. This service will be provided free of charge. You may be asked for your 17-digit Vehicle Identification Number (VIN) which for your convenience is located above your name at the top of this letter.

If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 business days to comply with Federal Regulations.

Please visit www.freightlinersprinterusa.com/freightliner/owners-resources/recall. Should you have any questions or encounter any difficulty regarding this Recall Campaign, please contact an authorized Freightliner Sprinter dealer. A VIN-based recall lookup tool on our website now offers a search feature that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed.

Sincerely,
Daimler Vans USA

Daimler Vans USA, LLC
A Daimler AG Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone: (770) 705-0600



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Additional Information for Owners:

If an authorized Freightliner Sprinter dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <https://www.safercar.gov>.

IMPORTANT

VIN: [REDACTED]

If for any reason YOU NO LONGER OWN THIS VEHICLE OR have a CHANGE OF ADDRESS, please COMPLETE THE SECTION BELOW, place in the ENCLOSED ENVELOPE, and DROP IN ANY MAIL BOX. If possible, provide the name and address of the present owner so that we may contact them.

- EXPORTED
- LEASE, VEHICLE RETURNED
- SCRAPPED
- SOLD
- STOLEN
- OTHER _____

- NEW OWNER INFORMATION
OR
- MY NEW NAME OR ADDRESS IS:

[Grid for Last Name, First Name]

Last Name, First Name

[Grid for Street]

Street

Apt

[Grid for City, State, ZIP]

City

State

ZIP

[Grid for Email Address]

Email Address

[Grid for Phone (numbers only)]

Phone (numbers only)

[Grid for Mobile (numbers only)]

Mobile (numbers only)

Date

Signature

