

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



IMPORTANT RECALL CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above

Campaign No. :	Campaign Desc. :	Incorrect Torque on Front Door Hinge Screws
2021050014	PDGTURSCHA	
<p>This is to notify you of an initial Recall Campaign concerning the incorrect 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 "PENDING" 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 screws and apply the tightening torque of the front door hinges as specified.</p>	
Parts	Part is not 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>		