

TO: Mercedes-Benz 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 Years 2021 Tighten Spring Loaded Rear Step	DATE: February, 2022



Mercedes-Benz

IMPORTANT RECALL CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above



Campaign No. :	Campaign Desc. :	Tighten Spring Loaded Rear Step
2022010007	VS3HECKTRI	
<p>This is to notify you of a Recall Campaign Launch to torque the bolts for the spring loaded rear step on approximately 30 MY21 Mercedes-Benz 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 Mercedes-Benz vans, has determined that on certain Mercedes-Benz Sprinter vehicles platform 907 (VS30) with a spring-loaded rear step, certain bolt fasteners for the rear step were not tightened to the required torque. Should the affected bolt fasteners loosen during vehicle operation, the rear step could separate from the vehicle.</p> <p>As a result, the step may become a road hazard, and the potential risk of a crash to following traffic could be increased.</p>	
What We're Doing	<p>MBUSA is conducting a voluntary recall. An authorized Mercedes-Benz Sprinter dealer will replace the console and attaching hardware and tighten the affected fasteners to the proper torque.</p>	
Parts	Parts are available	
Vehicles Affected		
Vehicle Model Year(s)	Model Year 2021	
Vehicle Model	Sprinter VS30, Platform 907	
Vehicle Populations		
Total Recall	30	
Dealer Inventory	0	
<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 February, 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 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>		



Campaign No. 2022010007, February, 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 907 Sprinter, Model Year 2021**
Tighten Spring Loaded Rear Step

MBAG has determined that on certain Mercedes-Benz Sprinter vehicles with a spring-loaded rear step, certain bolt fasteners on the step assembly were not tightened to the required torque. Should the affected bolt fasteners loosen during vehicle operation, the rear step could separate from the vehicle. As a result, the step might become a road hazard which could increase the potential risk of a crash for following traffic.

An authorized Mercedes-Benz Sprinter dealer will replace the attaching bracket and hardware and tighten the affected bolt fasteners to the proper torque.

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 **30** vehicles are involved.

Order No. V-RC-2022010007

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.

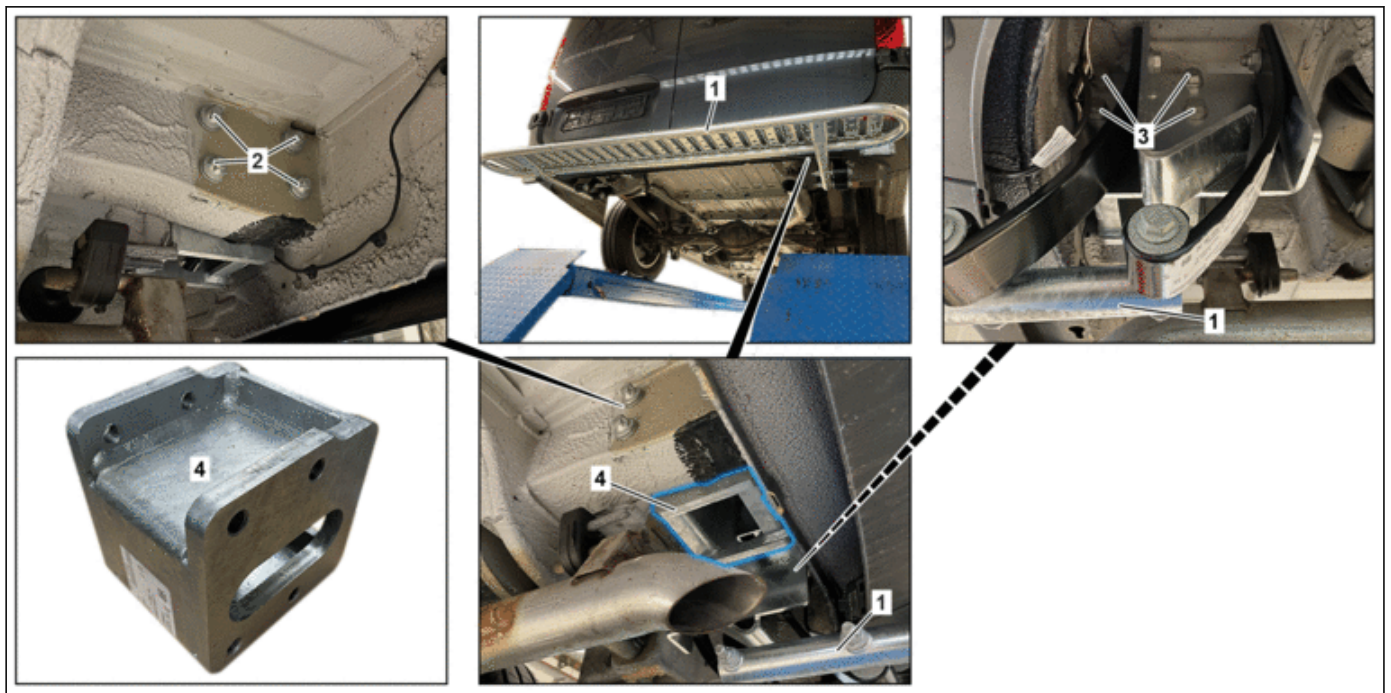
Model 907
 with code W76 (Rear step sprung)
 with code ZU7 (National version for Canada)
Model 907
 with code W76 (Rear step sprung)
 with code ZU8 (National version for USA)

Operation no. of the operation texts or standard texts and flat rates

Category	Op. no.	Operation text	Time	Damage Code	Code
L	02 0575	Operations: Replace mounting support for spring-mounted rear step	0.5hrs	31 903 68	VS3HECKT RI








Important!

The following operation steps are to be performed on the **right side** of the vehicle.



D88.30-A047-79

- | | | | |
|---|---------------------|---|-------------------|
| 1 | Spring-mounted step | 3 | Bolts |
| 2 | Bolts | 4 | Fastening bracket |

 Danger	Risk of death caused by vehicle slipping or toppling off of the lifting platform.	Align vehicle between vehicle lift columns and position the four support plates at the vehicle lift support points specified by the vehicle manufacturer.	AS00.00-Z-0010-01A
 Caution	Risk of injury caused by scraping or cutting body parts on sharp vehicle parts	Always wear protective gloves when working on or near sharp and non-deburred vehicle parts. Deburr repair panels.	AS00.00-Z-0017-01A
Notice	Notes on self-locking nuts and bolts		AH00.00-P-0001-01KOA
	Check		
1	Check, whether the vehicle is affected by the measure.		
	Replace		
2	Raise vehicle. Notice Special instructions for lifting and supporting vehicle		AH00.60-D-0100-01KTS AR00.60-D-1000-04TS
			
3	Support spring-mounted step (1).  WS 000 588 11 62 00 Major assembly mount		WS01.00-P-0092B
4	Replace mounting support (4) of spring-mounted step (1).	 To do so, remove screw/bolts (2, 3). Replace screws (2, 3) too.  Screw/nut, sprung running board to longitudinal member	BA88.30-Z-1001-03KTS
5	Install in the reverse sequence.		

 **Running boards**

Number	Designation	Model 907, 910
BA88.30-Z-1001-03KTS	Screw/nut, sprung running board to longitudinal member	94Nm

Parts ordering note

Part no.	Designation	Quantity
A 907 611 13 00	Fastening bracket	1
N 910105 012011	Screw	4
A 002 990 33 03	Screw	4