

Part 573 Safety Recall Report

21V-359

Manufacturer Name : Daimler Vans USA, LLC**Submission Date :** MAY 17, 2021**NHTSA Recall No. :** 21V-359**Manufacturer Recall No. :** VS3TURSCHA**Manufacturer Information :**

Manufacturer Name : Daimler Vans USA, LLC

Address : One Mercedes-Benz Drive
Sandy Springs GA 30328

Company phone : 854-888-3374

Population :

Number of potentially involved : 2,016

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2020 MERCEDES BENZ Sprinter

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : VAN

Power Train : NR

Descriptive Information : Based on the analysis of the production information, the affected population was determined to be certain Sprinter vehicles (VS30, Platform 907) produced from November 4, 2020 to December 11, 2020. Vehicles outside this scope were produced with the correct applied tightening torque of the front door hinges.

Production Dates : NOV 04, 2020 - DEC 11, 2020

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : 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.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : 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.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name 1 : Door Hinge Screw

Component Description : Door Hinge Screw

Component Part Number : N000000002203

Supplier Identification :**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

Chronology :

In December 2020, MBAG conducted an internal review of the technical work documentation used on the production line. Through a review of this information, MBAG became aware of a potential issue concerning the front door hinge on certain Sprinter platform 907 vehicles.

MBAG found that the specification of the torque of the screws for the front door hinges included in the technical work document specification, which is used in the production plant's work station, did not appear to match with the torque that usually is to be applied to the screws on front door hinges.

MBAG commenced an investigation and to understand the impacts of not meeting the torque specification.

In parallel, also in December 2020, any vehicles from the affected population that were still located at the production plant were blocked, the tightening torque of the affected screws were checked and if needed, additional torque was applied as specified.

Through its ongoing investigation, which lasted into the first quarter of 2021, MBAG found that at the beginning of November, a process optimization in the final production line had been introduced with the purpose of optimizing the front door's adjustment process. The torque for the front door hinges contained on the new technical working documentation did not match the specification in the corresponding engineering system.

The investigations, considering the possibility of different crash scenarios, lasted into April 2021 and on May 10, MBAG decided that a potential safety risk cannot be ruled out and a recall was decided.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz Sprinter dealer will check the screws and apply the tightening torque of the front door's hinges as specified.

How Remedy Component Differs from Recalled Component : An authorized Mercedes-Benz Sprinter dealer will check the torque value of the door hinge screws and apply additional torque to the front door hinges as specified.

Identify How/When Recall Condition was Corrected in Production : In December 2020, the vehicles from the affected configuration that were still located within the plant were blocked, and reworked. Additionally the optimized work instructions were introduced in series production and a quality gate was introduced in order to check tightening torque and the production documentation attached on the vehicle.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign approx. in June 2021. A copy of all communications will be provided when available. Owners will be notified approximately one week after the recall launches to dealers.

Planned Dealer Notification Date : JUN 14, 2021 - JUN 14, 2021

Planned Owner Notification Date : JUN 21, 2021 - JUN 21, 2021

* NR - Not Reported