

Campaign No. 2022010007, January, 2021

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.

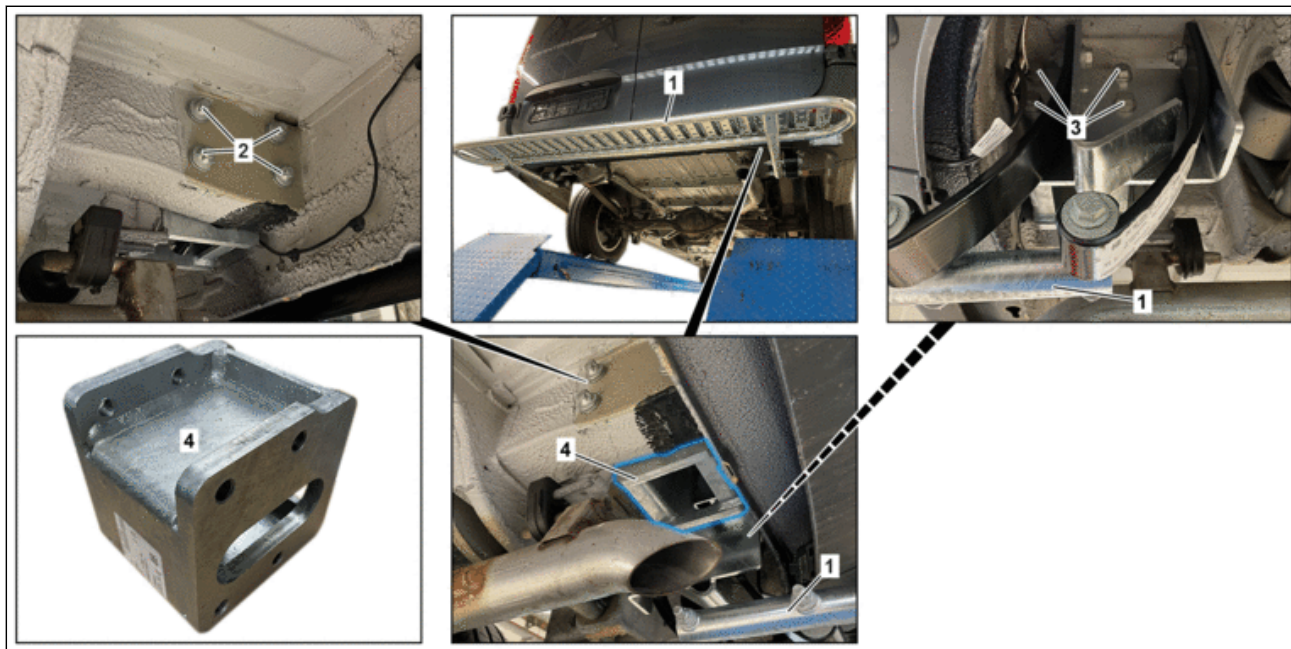
Model 907
 with code W76 (Rear step sprung)
 with code ZU7 (National version for Canada)
Model 907
 with code W76 (Rear step sprung)
 with code ZU8 (National version for USA)

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.



1 Spring-mounted step
 2 Bolts

3 Bolts
 4 Fastening bracket

D88.30-A047-79

| | | | |
|--|---|---|---|
|  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 |
|  AR | | | |
| 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 |