

TO: Mercedes-Benz Dealers, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
<b>Re: Service Campaign Notification</b> <b>Model 907 Sprinter</b> <b>Model Years 2019-2021</b> <b><u>*UPDATED*</u> Replace Front Door Check</b>	DATE: June, 2023

## IMPORTANT SERVICE CAMPAIGN INFORMATION



Mercedes-Benz

**\*\*UPDATED\*\***

**DOOR CHECKS MUST BE REPLACED**



Campaign No. :	Campaign Desc. :	Replace Front Door Check
2022100014	VS3TU72EST	
This is to notify you of the upcoming <b>Service Campaign</b> to replace the front door check on approximately <b>10,091</b> MY 2019-2021 Mercedes-Benz Sprinter vans. All affected VINs will be flagged as "OPEN" in VMI.		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz Sprinter vehicles, has determined that the door check might become deformed in certain vehicles due to a specific usage profile, and that plastic deformation in the door shell and the hinges might also occur. As a consequence, it is possible that the driver's door may be more difficult to close.	
What We’re Doing	An authorized Mercedes-Benz dealer will replace the existing door check with an optimized version. If damage is present on front door and fender, the dealer will make necessary repairs.	
Parts	Parts are available.	
Vehicles Affected		
Vehicle Model Year(s)	2019-2021	
Vehicle Model	907 Sprinter	
Vehicle Populations		
Total Vehicles	10,091	
Dealer Inventory	10* Used Car Inventory	
Next Steps/Notes		
AOMS/SOMS	Please ensure your dealers have read and understand this notice	
While we regret any inconvenience this may cause, MBUSA are determined to maintain a high level of vehicle quality and customer satisfaction.		



# Service Campaign Bulletin

Campaign No. 2022100014 November, 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 907 Sprinter**  
**Model Years 2019-2021**  
**Replace Front Door Check**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz Sprinter vehicles, has determined that the door check might become deformed in certain vehicles due to a specific usage profile, and that plastic deformation in the door shell and the hinges might also occur.

As a consequence, it is possible that the driver's door may be more difficult to close.

An authorized Mercedes-Benz dealer will replace the existing door check with an optimized version. If damage is present on front door and fender, the dealer will make necessary repairs.

Prior to performing this Service 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 Service Campaign bulletin and follow the repair procedure exactly as described.

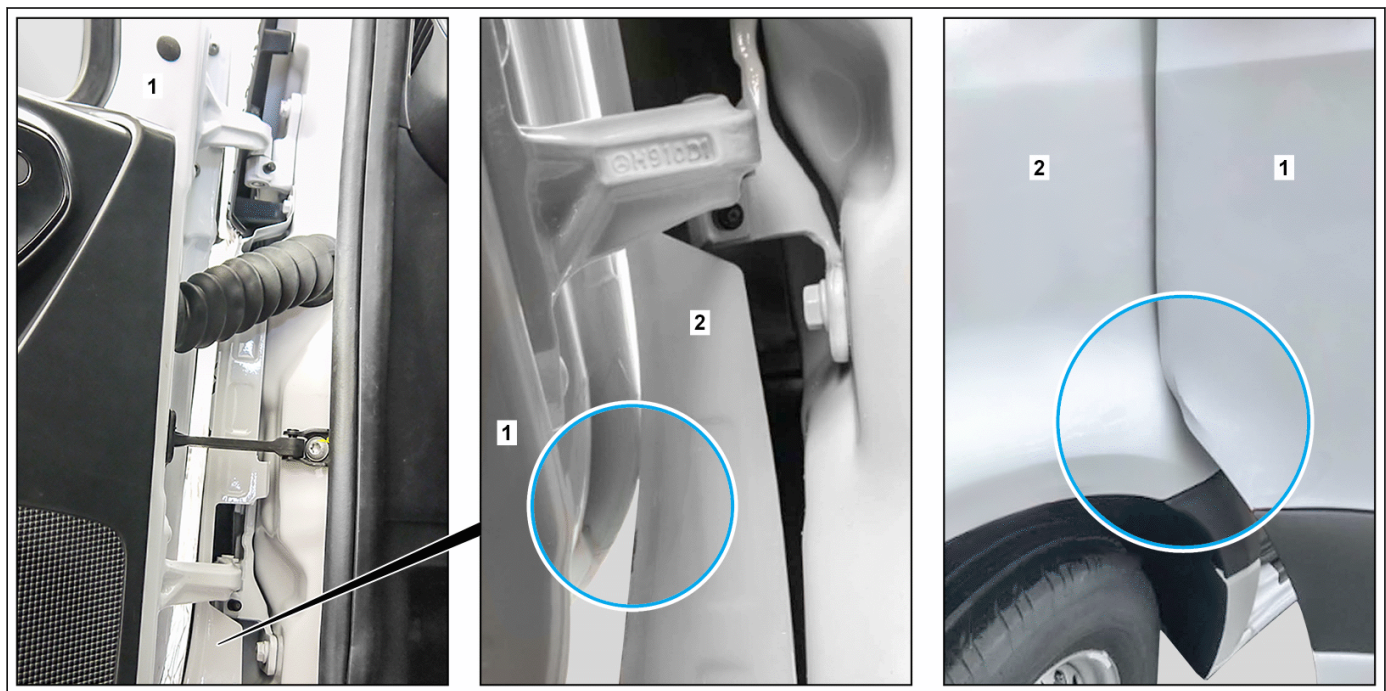
Approximately **10,091** Sprinter vehicles are affected.

Order No. V-SC-2022100014 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 Z3A (Amazon customer)**  
**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 0350	Operations: Check door check, fender and front door	0.2 h	72 902 03	VS3TU72ES T
L	02 0351	Operations: Replace door check and lower hinge of front door (after check)	1.6 h	72 902 03	VS3TU72ES T
L	02 2726	Operations: Disconnect/connect ground line of on-board electrical system battery (when working on veh.)	0.2 h	72 902 03	VS3TU72ES T
L	02 0352	Operations: Replace front door (after check)	2.1 h	72 902 03	VS3TU72ES T
L	02 0354	Operations: Extra work for: Replace front door on veh. with code T75	0.3 h	72 902 03	VS3TU72ES T
L	02 0353	Operations: Replace fender (after check)	0.7 h	72 902 03	VS3TU72ES T
L	12 1702	Operations: Paint fender ..... (when replacing fender)	1.3 h	72 902 03	VS3TU72ES T
L	12 1703	Paint front door .... (when replacing front door)	2.4 h	72 902 03	VS3TU72ES T



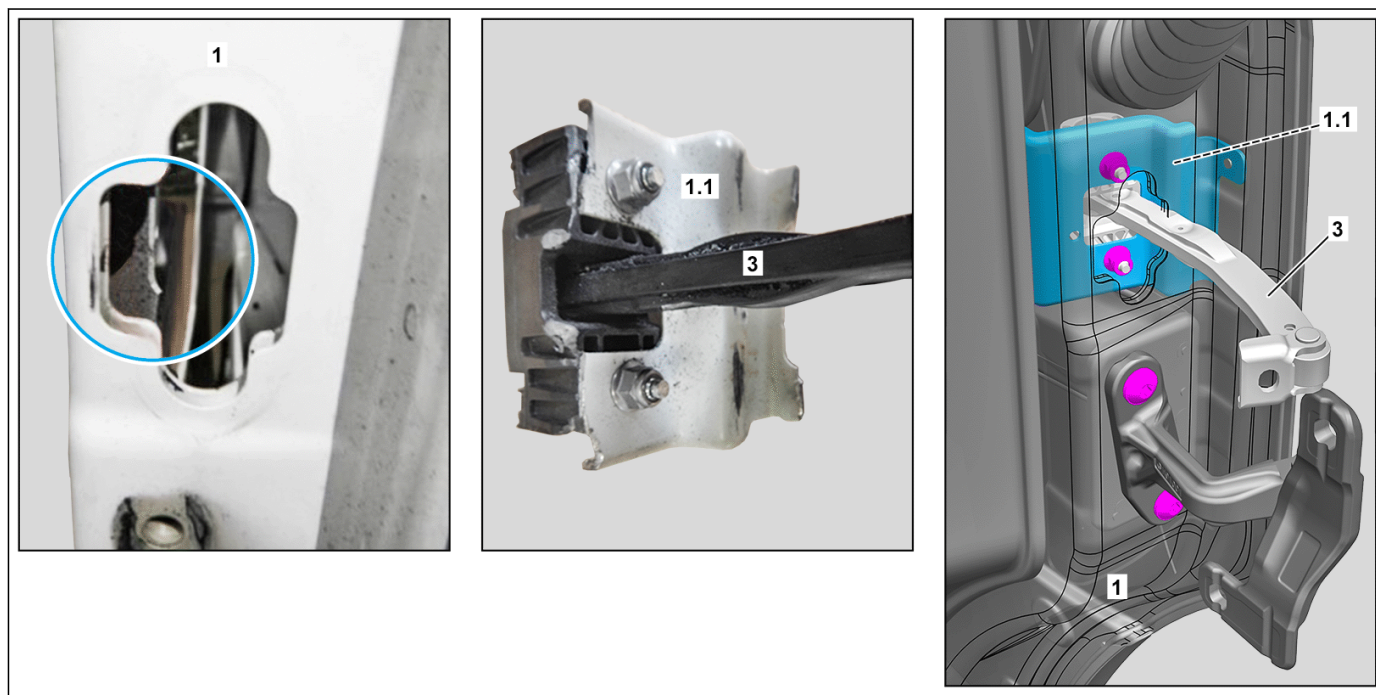
D72.10-A009-79



### Example for damage at front door and fender

1 Front door

2 Fender



D72.10-A010-79

### Example for damage at front door reinforcement

1 Front door

1.1 Reinforcement

3 Door catch

### Shown on driver side

1 Front door

3 Door catch

4 Hinge










D72.10-A008-76











### Important!

On affected vehicles, increased loads on the door check (3) may cause damage at the front door (1) or fender (2).  
If the front door (1) or fender (2) is replaced as a result of damage, representative pictures of the affected component parts must be taken and filed in a tamperproof manner with the repair order.

We also ask to you inform the customer that the front door must only be opened **after the vehicle has come to a standstill**. Otherwise, the existing damage profiles may reoccur.

 <b>Warning</b>	<b>Risk of injury</b> caused by fingers being jammed or pinched when removing, installing or aligning hoods, doors, trunk lid/rear-end door or sliding roof.	No parts of the body or limbs should be within the operating area when the components are moving.	AS00.00-Z-0011-01A
 <b>Caution</b>	<b>Risk of injury</b> 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
<b>Notice</b>	Notes on carrying out repair work in the vehicle interior		AH68.00-D-0001-01KOS
	<b>Check</b>		
1	Check whether vehicle is affected by measure.		
2  <b>AR</b>	Check front door (1) for damage.	 Only damage resulting from contact with the corresponding fender (2) is to be taken into consideration. See the example picture above with regard to this. If front door (1) is damaged, ↓ replace front door (1). Disassembling and assembling front door   Before replacing front door (1), take representative pictures of the affected areas and file in a tamperproof manner with the repair order.   Observe operation steps 5–6 of this measure.	AR72.10-D-0510TS

<p>3</p> <p>AR</p>	<p>Check fender (2) for damage.</p>	<p><b>i</b></p> <p>Only damage resulting from contact with the corresponding front door (1) is to be taken into consideration.</p> <p>See the example picture above with regard to this.</p> <p>If fender (2) is damaged,</p> <p style="text-align: center;">↓</p> <p>replace fender (2). Remove/install front fender</p> <p><b>i</b></p> <p>Before replacing fender (2), take representative pictures of the affected areas and file in a tamperproof manner with the repair order.</p>	<p>AR88.10-D-1005TS</p>
<p>4</p> <p>AR</p>	<p>Check reinforcement (1.1) of front door (1).</p>	<p><b>i</b></p> <p>Check whether cracks are visible at reinforcement (1.1). Take representative pictures of the affected areas and file in a tamperproof manner with the repair order.</p> <p>If cracks are present,</p> <p style="text-align: center;">↓</p> <p>replace front door (1). Disassembling and assembling front door</p> <p><b>i</b></p> <p>Before replacing front door (1), take representative pictures of the affected areas and file in a tamperproof manner with the repair order.</p> <p><b>i</b></p> <p>Observe operation steps 5–6 of this measure.</p>	<p>AR72.10-D-0510TS</p>

	<b>Replace</b>		
<div> <b>Danger</b></div>     <div><b>5</b></div> <div><b>Notice</b></div> <div> <b>AR</b></div>	<p><b>Risk of explosion</b> caused by paint vapors igniting. <b>Risk of poisoning</b> caused by inhaling paint vapors.</p> <p>Replace lower hinge (4) of front door (1).</p> <p>Notes on paintwork repairs</p>	<p>No smoking! No open fire! Use respiratory protection, protective clothing, gloves, safety glasses and protective skin cream. Ensure that the area is well ventilated.</p> <p> Paint new lower hinge (4) in vehicle color.</p> <p> Only use paints approved by the manufacturer.</p> <p>See guidelines for paint technology in the workshop portal.</p>	<p>AS98.00-Z-0002-01A</p>     <p>AH98.00-P-9408-02A AR72.10-D-2662TS</p>
<div><b>6</b></div> <div> <b>AR</b></div>	<p>Replace door check (3).</p>	<p> Inform the customer that the front door must only be opened <b>after the vehicle has come to standstill.</b></p>	<p>AR72.10-D-2100TS</p>
	<b>SmallRepair</b>		
<div> <b>Danger</b></div>     <div><b>7</b></div> <div><b>Notice</b></div>	<p><b>Risk of explosion</b> caused by paint vapors igniting. <b>Risk of poisoning</b> caused by inhaling paint vapors.</p> <p>Rectify paint damage at front door (1) or at fender (2).</p> <p>Notes on paintwork repairs</p>	<p>No smoking! No open fire! Use respiratory protection, protective clothing, gloves, safety glasses and protective skin cream. Ensure that the area is well ventilated.</p> <p>If paint damage is present.</p> <p> Only damage that is caused by the two component parts coming into contact is to be taken into consideration.</p> <p> For this, use SmallRepair.</p> <p>Before painting, take representative pictures of the affected areas and file in a tamperproof manner with the repair order.</p> <p> Only use paints approved by the manufacturer.</p> <p>See guidelines for paint technology in the workshop portal.</p>	<p>AS98.00-Z-0002-01A</p>     <p>AH98.00-P-9408-02A</p>



### Parts ordering note

Part no.	Designation	Quantity
	Replace door check parts	
A 910 720 59 00	Door catch	1
N 000000 008272	Nut	2
N 000000 004829	Screw	1
A 910 723 02 00	Door check seal	1
A 910 720 14 00	Bottom hinge	n. B.
N 910105 008005	Screw	2
A 000 990 60 37	Screw	2
	Replace front door parts	
A 910 720 24 00	Driver's door	n. B.
A 907 727 00 00	Sealing foil	n. B.
A 910 727 00 00	Inner door panel seal (on veh. except code XM4 (Acoustic package))	n. B.
A 907 727 29 00	Inner door panel seal (on veh. with code XM4 (Acoustic package))	n. B.
A 906 682 05 09	Insulation (on veh. with code H04 (Heat insulation for driver compartment))	n. B.
A 639 602 03 80	Damping material	n. B.
N 910002 003108	Rivet on veh. with code T75 (Grab handle for driver and front passenger entrance)	2
A 000 997 73 86 9051	Stop plug (on veh. with code T75 (Grab handle for driver and front passenger entrance))	2
A 000 990 47 37	Rivet nut (on veh. with code T75 (Grab handle for driver and front passenger entrance))	2
	Replace fender parts	
A 910 881 00 00	Fender	n. B.
A 910 885 04 00	Bumper bracket	n. B.
	Miscellaneous parts	
A 124 990 04 92	Expansion rivet	n. B.
A 910 991 00 00	Mounting clip	n. B.
A 000 991 86 98	Mounting clip	n. B.