

# Part 573 Safety Recall Report

# 19V-222

**Manufacturer Name :** Daimler Vans USA, LLC**Submission Date :** MAR 20, 2019**NHTSA Recall No. :** 19V-222**Manufacturer Recall No. :** VSX566ZP25**Manufacturer Information :**

Manufacturer Name : Daimler Vans USA, LLC

Address : One Mercedes-Benz Drive  
Sandy Springs GA 30328

Company phone : 854-888-3214

**Population :**

Number of potentially involved : 7

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2018-2019 Mercedes-Benz Sprinter

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : VAN

Power Train : DIESEL

Descriptive Information : Daimler AG became aware of this issue by a notification from the Mercedes-Benz organization in the US market in February 2019.

Based on production information, the affected population was determined to be re-assembled vehicles from different platforms produced for the US market produced from April 12, 2018 to December 28, 2018.

Production Dates : APR 12, 2018 - DEC 28, 2018

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 2 : 2018-2019 Mercedes-Benz Metris

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : VAN

Power Train : GAS

Descriptive Information : Daimler AG became aware of this issue by a notification from the Mercedes-Benz organization in the US market in February 2019.

Based on production information, the affected population was determined to be re-assembled vehicles from different platforms produced for the US market produced from April 12, 2018 to December 28, 2018.

Production Dates : APR 12, 2018 - DEC 28, 2018

VIN Range 1 : Begin : NR End : NR

 Not sequential

**Description of Defect :**

Description of the Defect : Daimler AG (DAG), the manufacturer of Mercedes-Benz vans, has determined that certain VS30 Sprinter (platform 907), NCV3 Sprinter (platform 906) and VS20 Metris (platform 447) vehicles in the NAFTA market have left the re-assembly plant in Charleston, SC, without the final quality inspection after re-assembly. Various rework steps may not have been carried out at the plant on the affected vehicles.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Due to the non-completed final quality inspection, there is no documentation in relation to the completion of checks of safety-relevant parts or bolt connections. Accordingly, an increased risk of crash or injury cannot be ruled out.

Description of the Cause : The failure to complete the final quality inspection was due to a communication error between the various IT systems at the US re-assembly plant, the US sales organization and the logistics service provider, which is responsible for vehicle transport from the US plant. The systematic handover of vehicles by the plant to the sales organization and the subsequent transport by the logistics service provider was in this case carried out before the necessary official final quality inspection by the plant.

Identification of Any Warning that can Occur : NR

**Supplier Identification :****Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

**Chronology :**

Daimler AG became aware of this issue by a notification from the Mercedes-Benz organization in the US market in February 2019.

Upon identification, analysis and evaluation as to the cause and impact of this issue were commenced.

On March 13, 2019, based on the preceding analysis and evaluation Daimler AG determined that a safety risk could not be ruled out and decided to initiate a recall campaign.

To date Daimler AG is not aware of any complaints concerning this matter from the field.

## Description of Remedy :

Description of Remedy Program : The affected vehicles will be returned to the dealer for a comprehensive inspection and, if necessary, corrective action.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : As part of an internal factory campaign, the vehicles that could still be localized at dealers were immediately blocked to prevent handover to the customer.  
In addition, a daily manual information comparison was introduced as of February 5th, 2019 between the plant and the sales organization for vehicle dispatch. An automation of this additional reconciliation is in preparation.

## Recall Schedule :

Description of Recall Schedule : Owners will be notified approximately one week after the recall launch to the dealers. Dealers will be notified of the pending voluntary recall campaign in April 2019. A copy of all communications will be provided when available.

Planned Dealer Notification Date : MAY 20, 2019 - MAY 20, 2019

Planned Owner Notification Date : MAY 27, 2019 - MAY 27, 2019

\* NR - Not Reported