

Part 573 Safety Recall Report

19V-489

Manufacturer Name : Daimler Vans USA, LLC**Submission Date :** JUN 25, 2019**NHTSA Recall No. :** 19V-489**Manufacturer Recall No. :** VS2LENKEPS**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 : 2

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2018-2019 Mercedes-Benz Metris

Vehicle Type : LIGHT VEHICLES

Body Style : VAN

Power Train : GAS

Descriptive Information : Based on production information, the potentially affected population for the global market was determined to be VS20 Metris (Platform 447) produced between July 11, 2018 and August 31, 2018. The affected steering gears contain an internal sensor not built to specification. The population was defined by vehicles with (1) steering gears containing the sensor built by this supplier, (2) confirmed to be outside of specification, and (3) that were not contained and remedied before leaving Daimler's direct control.

Daimler has learned that two vehicles within the population range left the U.S. vehicle preparation center before the remedy had been conducted.

Production Dates : JUL 11, 2018 - AUG 31, 2018

VIN Range 1 : Begin : NR End : NR Not sequential**Description of Defect :**

Description of the Defect : Daimler AG has determined that on certain Mercedes-Benz Metris vehicles (Platform 447), an internal sensor within the electric power steering unit might not have been manufactured according to specifications, potentially resulting in an inability to detect the operating position of the electronic motor within the power steering unit and deactivating the power steering support.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Loss of power steering without warning can increase the risk of a crash.**Description of the Cause :** NR

Identification of Any Warning that can Occur : The customer will receive a warning message in the instrument cluster should the power steering fail.

Supplier Identification :

Component Manufacturer

Name : Robert Bosch Automotive Steering GmbH
Address : Lorcher Str. 121-131
Schwabisch Gmund FOREIGN STATES 73529
Country : Germany

Chronology :

Daimler AG originally became aware of this issue through its supplier in August, 2018. After investigating the issue, DAG decided that a safety consequence could not be ruled out and decided to conduct a safety campaign to replace the steering units of 102 affected vehicles in the field. DAG was able to contain affected vehicles at the U.S. vehicle preparation center and therefore determined that there were no affected vehicles beyond its direct control in the United States. Daimler Vans submitted a foreign recall report on November 26, 2018.

Daimler has since learned that two vehicles may have left the U.S. vehicle preparation center without having the steering units replaced. One vehicle remains in dealer inventory and the other has been registered by the dealer.

DAG decided to conduct a safety recall to remedy these vehicles on June 25, 2019. DAG is taking steps to replace the steering units in these two vehicles as soon as possible.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz Metris dealer will replace the steering unit of the affected vehicles.

Pursuant to 49 C.F.R. § 577.11(e), Daimler Vans does not plan to provide notice about pre-notice reimbursement to owners since all involved vehicles remain covered under the new vehicle warranty.

How Remedy Component Differs from Recalled Component : The remedy is to replace the steering unit with new steering units manufactured according to specifications.

Steering gear Mercedes-Benz Metris 4x2 left-hand-drive: A4474602900

Identify How/When Recall Condition was Corrected in Production : The recall condition is limited to steering gears with internal sensors including sub-components from a specific sub-supplier. The sub-supplier was used for this specific production lot only in order to cope with peak volume in the affected production period and has not supplied components since.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign in June 2019. A copy of all communications will be provided when available.

Owners will be notified approximately one week after the recall launch to the dealers.

Planned Dealer Notification Date : JUN 25, 2019 - JUN 25, 2019

Planned Owner Notification Date : JUN 25, 2019 - JUN 25, 2019

* NR - Not Reported