

# Part 573 Safety Recall Report

# 19V-545

**Manufacturer Name :** Daimler Vans USA, LLC**Submission Date :** JUL 24, 2019**NHTSA Recall No. :** 19V-545**Manufacturer Recall No. :** VS2BAFV**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

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2019-2019 Mercedes-Benz Metris

Vehicle Type : LIGHT VEHICLES

Body Style : VAN

Power Train : GAS

**Descriptive Information :** The recall population was determined through an analysis of the production information indicating that vehicles produced between January 16, 2019 and March 29, 2019 had been equipped with a previous version of the operator's manual.

Production Dates : JAN 16, 2019 - MAR 29, 2019

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 Mercedes-Benz Metris vehicles from platform 447 (VS20) may have been delivered with a previous version of the printed operator's manual.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** Consequently, applicable individual safety-relevant notes as well as specific instructions, function descriptions and technical information may be missing or may be incorrect. If inaccurate technical or functional information is provided in the owner's manual, this could lead to improper operation of the vehicle and potentially increase the risk of a crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

In the end of March 2019, the production plant's quality department became aware of a number of isolated cases in which vehicles at the production facility had been equipped with the wrong operator's manual. A review of the matter was initiated to understand whether this was an isolated incident or there were other vehicles that also used a prior version of the owner's manual as well as any impact of supplying the incorrect version of the manual.

In order to evaluate the impact for customers of not having the correct series version of the operator's manual, DAG conducted detailed analysis of the differences between the owner's manual used in the identified vehicles and the intended series version of the owner's manual and whether any of the differences observed could have an impact on the safe operation of the vehicle.

DAG's analysis indicated that there were some differences between the functionality of the vehicles and the information provided in the owner's manuals and that necessary warnings were not included in relevant chapters. On July, 17 DAG decided that a potential safety risk cannot be ruled out and a recall was decided.

DAG is not aware of any complaints from the field regarding this matter.

## Description of Remedy :

**Description of Remedy Program :** An authorized Mercedes-Benz dealer will replace the information package including the printed version of the operator's manual, maintenance booklet and information sheets by the series version in the potentially 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** The information package including the printed version of the operator's manual, maintenance booklet and information sheets will be replaced by

from Recalled Component : the appropriate version in the affected vehicles.

Dealers will be notified of the pending voluntary recall campaign approx. in August 2019. A copy of all communications will be provided when available.

Identify How/When Recall Condition was Corrected in Production : Upon becoming aware of the issue, no further vehicles were produced without the appropriate owner's manual.

### Recall Schedule :

Description of Recall Schedule : Owners will be notified approximately one week after the recall launch to the dealers.

Planned Dealer Notification Date : AUG 16, 2019 - AUG 16, 2019

Planned Owner Notification Date : SEP 16, 2019 - SEP 16, 2019

\* NR - Not Reported