

Part 573 Safety Recall Report

21V-077

Manufacturer Name : Daimler Vans USA, LLC**Submission Date :** FEB 17, 2021**NHTSA Recall No. :** 21V-077**Manufacturer Recall No. :** VS3RUECON**Manufacturer Information :****Population :**

Manufacturer Name : Daimler Vans USA, LLC

Number of potentially involved : 198

Address : One Mercedes-Benz Drive
Sandy Springs GA 30328

Estimated percentage with defect : 100 %

Company phone : 854-888-3374

Vehicle Information :

Vehicle 1 : 2019-2020 MERCEDES BENZ SPRINTER

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : VAN

Power Train : NR

Descriptive Information : Based on the analysis of the production information, the affected population was determined to be Sprinter vehicles (VS30, Platform 907) produced from June 26, 2018 to January 30, 2020. Vehicles outside of the scope of the determined population were delivered with the rear view camera fulfilling FMVSS 111.

Production Dates : JUN 26, 2018 - JAN 30, 2020

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2019-2020 FREIGHTLINER SPRINTER

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : VAN

Power Train : NR

Descriptive Information : Based on the analysis of the production information, the affected population was determined to be Sprinter vehicles (VS30, Platform 907) produced from June 26, 2018 to January 30, 2020. Vehicles outside of the scope of the determined population were delivered with the rear view camera fulfilling FMVSS 111.

Production Dates : JUN 26, 2018 - JAN 30, 2020

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Description of Defect :

Description of the Defect : Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz and Freightliner vans, has determined that on certain Sprinter vehicles from platform 907 (VS30) equipped with the multimedia system “Connect 5” and a rear view camera, the rear view image may not display within 2 seconds from the start of the backing event and/or the rear view image may be obscured or covered by the visual display of the Emergency Call (eCall) pop-up window, if the eCall system is activated while the reverse gear is engaged.

FMVSS 1 : 111 - Rear visibility

FMVSS 2 : NR

Description of the Safety Risk : Affected vehicles that do not meet the activation time or field of view requirements do not comply with FMVSS 111 and could increase the risk of a crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name 1 : Multimedia System

Component Description : Multimedia System Connect 5

Component Part Number : A9079008703

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

Please See Attached.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz or Freightliner Sprinter dealer will conduct a software update on the affected vehicles.

How Remedy Component Differs from Recalled Component : An authorized Mercedes-Benz or Freightliner Sprinter dealer will conduct a software update on the affected vehicles.

Identify How/When Recall Condition was Corrected in Production : Upon identification of a potential software issue in 2018 related to Sprinter platform 907 vehicles with multimedia system "Connect 5", MBAG already blocked this option code in sales and production. Series manufacturing of vehicles equipped with the same multimedia system, but with upgraded software resumed in September 2019.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign approx. in March 2021. A copy of all communications will be provided when available.

Planned Dealer Notification Date : MAR 15, 2021 - MAR 15, 2021

Planned Owner Notification Date : MAR 22, 2021 - MAR 22, 2021

* NR - Not Reported