

# Part 573 Safety Recall Report

# 21V-237

**Manufacturer Name :** Daimler Vans USA, LLC**Submission Date :** APR 05, 2021**NHTSA Recall No. :** 21V-237**Manufacturer Recall No. :** VS3VINCHA**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 : 1

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2019-2019 MERCEDES BENZ SPRINTER

Vehicle Type : BUSES, MEDIUM &amp; 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 a platform 907 (VS30) Sprinter vehicle that was produced during the conversion of the manufacturer designation Daimler AG to Mercedes-Benz AG, produced at November 14, 2019.

Production Dates : NOV 14, 2019 - NOV 14, 2019

VIN Range 1 : Begin : NR End : NR

 Not sequential**Description of Noncompliance :**

**Description of the Noncompliance :** Mercedes-Benz AG (MBAG), the manufacturer of Mercedes-Benz vans, has determined that on one platform 907 (VS30) Sprinter vehicle, the VIN number listed on the vehicle's dash board, certification label and body-in-white is not recorded accurately.

FMVSS 1 : 567 - Certification

FMVSS 2 : NR

**Description of the Safety Risk :** The affected vehicle that does not meet the required internal documented and correct VIN, does not comply with 49CFR567. As a result, the consumer may not receive information about open safety-recall campaigns.

**Description of the Cause :** NR

**Identification of Any Warning that can Occur :** NR

**Involved Components :**

Component Name 1 : LABEL

Component Description : CERTIFICATION LABEL

Component Part Number : A9075842605

Component Name 2 : LABEL

Component Description : LABEL DASHBOARD

Component Part Number : A9065848038

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

On November 1, 2019, after internal organizational changes Mercedes-Benz AG became the new name of the manufacturer of vehicles formerly produced by Daimler AG. In October 2020, MBAG became aware of a potential issue involving the VIN assigned to a Mercedes-Benz Sprinter produced in mid-November 2019, shortly after the manufacturer name transition and started an internal investigation. After reviewing various IT documentation and systems related to vehicle production, in early 2021, MBAG found that due to a software error, certain VIN characters on the vehicle had been transposed during production. On March 30, 2021, MBAG decided to conduct a safety recall to address the issue.

## Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz Sprinter dealer will update the VIN to reflect the accurate information and replace the vehicle certification label and the VIN label at the dash board on the affected vehicle.

How Remedy Component Differs from Recalled Component : An authorized Mercedes-Benz Sprinter dealer will update the VIN to reflect the accurate information and replace the vehicle certification label and the VIN label at the dash board on the affected vehicle.

**Identify How/When Recall Condition was Corrected in Production :** The software error that led to the condition was an isolated event affecting a single vehicle and measures were put in place on October 9, 2020, to prevent the error from recurring.

**Recall Schedule :**

**Description of Recall Schedule :** Dealers will be notified of the pending voluntary recall campaign approx. in May 2021. A copy of all communications will be provided when available. Owner will be notified approximately one week after the recall launches to dealer.

**Planned Dealer Notification Date :** MAY 17, 2021 - MAY 17, 2021

**Planned Owner Notification Date :** MAY 24, 2021 - MAY 24, 2021

\* NR - Not Reported