### Part 573 Safety Recall Report

| Daimler Vans USA, LLC |
|-----------------------|
| DEC 19, 2024          |
| 24V-930               |
| VS3BELKOM             |
|                       |

#### **Manufacturer Information :**

Manufacturer Name : Daimler Vans USA, LLC Address : One Mercedes-Benz Drive Sandy Springs GA 30328 Company phone : 8777628267

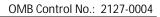
#### Vehicle Information :

| Vehicle 1:                | 2019-2022 Mercedes-Benz    | z Sprinter             |                  |
|---------------------------|----------------------------|------------------------|------------------|
| Vehicle Type :            |                            |                        |                  |
| Body Style :              |                            |                        |                  |
| Power Train :             | NR                         |                        |                  |
| Descriptive Information : | The recall population was  | determined through pro | duction records. |
| Production Dates :        | SEP 07, 2018 - JUN 01, 202 | 2                      |                  |
| VIN Range 1:              | Begin : NR                 | End: NR                | ☐ Not sequential |

**Population :** 

#### **Description of Noncompliance :**

| -   | Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Sprinter vehicles (907 platform), the coding of the software of the instrument cluster might not meet specifications.  |
|---|--|
| FMVSS 1 :   | 101 - Control and displays   |
| FMVSS 2 :   | NR   |
| Description of the Safety Risk :                  | In this case, the illumination level of the instrument cluster might not be<br>manually adjustable and, depending on the equipment variant, may be<br>permanently set to the brightest level. FMVSS 101 specifies that the<br>instrument cluster must be adjustable to provide at least two levels of<br>brightness. The illumination may be adjusted manually or automatically.<br>Illumination of the instrument cluster that does not comport with the<br>requirements of FMVSS 101 may increase the risk of a crash. |
| Description of the Cause :                        | Due to a deviation in the software development process, the coding of the software of the instrument cluster might not meet specifications.  |
| Identification of Any Warning<br>that can Occur : | The driver will not receive a warning due to the nature of the non-<br>conformance.  |





Number of potentially involved : 697 Estimated percentage with defect : 100 %

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| volved Components :                 |      |
|-------------------------------------|------|
| Component Name 1 : Software         |      |
| Component Description : Software    |      |
| Component Part Number : A9079027607 |      |
| Component Name 2 : Software         |      |
| Component Description : Software    |      |
| Component Part Number : A9079027807 |      |
| Component Name 3: Software          |      |
| Component Description : Software    |      |
| Component Part Number : A9079027907 |      |
| Component Name 4: Software          |      |
| Component Description : Software    |      |
| Component Part Number : A9079028007 |      |
| Component Name 5 : Software         |      |
| Component Description : Software    |      |
| Component Part Number : A9079028107 | <br> |
| pplier Identification :             | <br> |
| omponent Manufacturer               |      |
| Name : Mercedes-Benz AG             |      |
| Address : NR                        |      |
| NR<br>Country : NR                  |      |

The information contained in this report was submitted pursuant to 49 CFR §573

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| <b>Chronology :</b><br>See attached document                            |  |
|---|--|
| Description of Remedy :   |  |
| Description of Remedy Program :   | An authorized Mercedes-Benz Sprinter dealer will update the software<br>coding for the instrument cluster on the affected vehicles. If a customer<br>has already paid to have this recall condition corrected, they may be<br>eligible to receive reimbursement. |
| How Remedy Component Differs<br>from Recalled Component :               | NR   |
| 0   | The end of production of vehicles with the affected instrument cluster for<br>the US market ensures that the issue will no longer occur from June 2,<br>2022 onwards.  |
| Recall Schedule :   |  |
| Description of Recall Schedule :  | Dealers will be notified of the pending voluntary recall campaign on Dec 20, 2024. A copy of all communications will be provided when available. Owners will be notified of the voluntary recall campaign before Feb, 7, 2024.                                   |
| Planned Dealer Notification Date :<br>Planned Owner Notification Date : |  |
|   |  |

\* NR - Not Reported