

# Part 573 Safety Recall Report

# 24V-930

**Manufacturer Name :** Daimler Vans USA, LLC

**Submission Date :** DEC 19, 2024

**NHTSA Recall No. :** 24V-930

**Manufacturer Recall No. :** VS3BELKOM



## Manufacturer Information :

**Manufacturer Name :** Daimler Vans USA, LLC

**Address :** One Mercedes-Benz Drive  
Sandy Springs GA 30328

**Company phone :** 8777628267

## Population :

**Number of potentially involved :** 697

**Estimated percentage with defect :** 100 %

## Vehicle Information :

**Vehicle 1 :** 2019-2022 Mercedes-Benz Sprinter

**Vehicle Type :**

**Body Style :**

**Power Train :** NR

**Descriptive Information :** The recall population was determined through production records.

**Production Dates :** SEP 07, 2018 - JUN 01, 2022

**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 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 manually adjustable and, depending on the equipment variant, may be permanently set to the brightest level. FMVSS 101 specifies that the instrument cluster must be adjustable to provide at least two levels of brightness. The illumination may be adjusted manually or automatically. Illumination of the instrument cluster that does not comport with the 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 that can Occur :** The driver will not receive a warning due to the nature of the non-conformance.

**Involved 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

**Supplier Identification :****Component Manufacturer**

Name : Mercedes-Benz AG

Address : NR

NR

Country : NR

**Chronology :**

See attached document

**Description of Remedy :**

**Description of Remedy Program :** An authorized Mercedes-Benz Sprinter dealer will update the software coding for the instrument cluster on the affected vehicles. If a customer has already paid to have this recall condition corrected, they may be eligible to receive reimbursement.

**How Remedy Component Differs from Recalled Component :** NR

**Identify How/When Recall Condition was Corrected in Production :** The end of production of vehicles with the affected instrument cluster for the US market ensures that the issue will no longer occur from June 2, 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 :** DEC 20, 2024 - DEC 20, 2024

**Planned Owner Notification Date :** FEB 07, 2025 - FEB 07, 2025

\* NR - Not Reported