

# Part 573 Safety Recall Report

# 19V-693

**Manufacturer Name :** Daimler Vans USA, LLC**Submission Date :** OCT 28, 2019**NHTSA Recall No. :** 19V-693**Manufacturer Recall No. :** VSX566ZP25**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 : 19

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2018-2019 Mercedes-Benz Metris

Vehicle Type : LIGHT VEHICLES

Body Style : VAN

Power Train : GAS

Descriptive Information : Based on the latest production information, the affected population continues to be re-assembled vehicles from different platforms produced for the US market between April12, 2018 and September 20, 2019 (Clean Point at plant Charleston, S.C.).

Sprinter 1500, 2500, 3500, 4500 (VS30; Platform 907); Sprinter 2500, 3500 (NCV3; Platform 906); Metris (VS20; Platform 447)

Production Dates : APR 12, 2018 - SEP 20, 2019

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 2 : 2018-2019 Mercedes-Benz Sprinter

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : VAN

Power Train : DIESEL

Descriptive Information : Based on the latest production information, the affected population continues to be re-assembled vehicles from different platforms produced for the US market between April12, 2018 and September 20, 2019 (Clean Point at plant Charleston, S.C.).

Sprinter 1500, 2500, 3500, 4500 (VS30; Platform 907); Sprinter 2500, 3500 (NCV3; Platform 906); Metris (VS20; Platform 447)

Production Dates : APR 12, 2018 - SEP 20, 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 VS30 Sprinter (platform 907), NCV3 Sprinter (platform 906) and VS20 Metris (platform 447) vehicles in the NAFTA market have left the re-assembly plant in Charleston, SC, without the final quality inspection after re-assembly. Various rework steps may not have been carried out at the plant on the affected vehicles.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Because the vehicles have not undergone the final quality check before being released from the plant, there is no documentation to confirm the checks of safety-relevant parts or bolt connections. Accordingly, an increased risk of crash or injury cannot be ruled out.

Description of the Cause : Due to IT system communications errors between Daimler and its third-party logistics company and shortcomings in certain internal processes, vehicles were released beyond the plant without having undergone a final quality check.

Identification of Any Warning that can Occur : NR

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

Name : NR

Address : NR

NR

Country : NR

**Chronology :**

On March 20, 2019, Daimler AG submitted a Defect Information Report (19V-222) to NHTSA involving a total of 7 Metris and Sprinter Vans that had left the Charleston, SC reassembly plant without having undergone a final quality inspection. As described in that report, the vehicles were released to the transport logistics company prior to the final quality inspection due to an IT systems communication issue involving the plant, the sales organization and the transport provider. A manual inspection process was introduced shortly after Daimler Vans initially learned of a possible issue.

In mid-August 2019, the quality organization within the plant received information that another vehicle may have departed the plant without having undergone the final quality check. An investigation was launched to understand whether any additional vehicles should have received the final quality check before departing the plant. This included a 100% manual check of all vehicles within the facility and a review of documentation for

vehicles that had been transported beyond the plant since the population of the original recall had been determined. The investigation found that due to shortcomings in certain internal processes, vehicles that had left the production line but which required rework had been released before the final quality inspection could take place. In addition, miscommunications between the plant, the third-party logistics company and the market sales organization contributed to certain vehicles being dispatched prior to the final quality check. Through this additional investigation, a total of 12 additional vehicles were identified as not having undergone the final quality check. On September 25, 2019, Daimler AG determined that a safety risk for the additional vehicles could not be ruled out. A decision to include these vehicles in the recall campaign was made.

### Description of Remedy :

Description of Remedy Program : The affected vehicles will be returned to the dealer for a comprehensive inspection and, if necessary, corrective action.

How Remedy Component Differs from Recalled Component : N/A

Identify How/When Recall Condition was Corrected in Production : Beginning in February 2019, a manual recheck of all vehicles at the plant was implemented. The recall is being expanded to include vehicles that remain within the original production dates and which were identified through a more comprehensive review of plant and vehicle documentation. Daimler has also now introduced more robust systems for physical placement of vehicles waiting to be transported by the logistics company as well as an enhanced system to ensure vehicles ready to be released from the plant can be clearly identified.

### Recall Schedule :

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

Dealers will be notified of the expansion of the voluntary recall campaign in October 2019. A copy of all communications will be provided when available.

Planned Dealer Notification Date : OCT 09, 2019 - NOV 08, 2019

Planned Owner Notification Date : NOV 18, 2019 - NOV 18, 2019

\* NR - Not Reported