

Part 573 Safety Recall Report

19V-908

Manufacturer Name : Daimler Vans USA, LLC**Submission Date :** DEC 19, 2019**NHTSA Recall No. :** 19V-908**Manufacturer Recall No. :** VS3ZUSCHI**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 : 183

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2019 Mercedes-Benz Sprinter

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : VAN

Power Train : DIESEL

Descriptive Information : Based on the identification of a production error and analysis of the production information, the affected population was determined to be Sprinter (VS30, Platform 907) cargo vans produced from August 30, 2018 to April 5, 2019. Vehicles outside of the scope of the population did receive correctly mounted lashing rails.

Production Dates : AUG 30, 2018 - APR 05, 2019

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 2 : 2019-2019 Freightliner Sprinter

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : VAN

Power Train : DIESEL

Descriptive Information : Based on the identification of a production error and analysis of the production information, the affected population was determined to be Sprinter (VS30, Platform 907) cargo vans produced from August 30, 2018 to April 5, 2019. Vehicles outside of the scope of the population did receive correctly mounted lashing rails.

Production Dates : AUG 30, 2018 - APR 05, 2019

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 vehicles, has determined that on certain Sprinter vans (platform 907 (VS30)), the lashing rails on the left and right side walls were not installed according to manufacturing specifications. Depending on the vehicle, the lashing rails may have been installed without a sufficient amount of adhesive and/or an incorrect positioning of the adhesive and without the activator necessary for the adhesive to fully cure.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the lashing rails were not installed per specification, over time, the lashing rails could separate from the side walls of the vehicle, which could lead to the items being transported to become unsecured and shift inside the cargo compartment while the vehicle is operating, increasing the risk of a crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Supplier Identification :**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

Chronology :

MBAG became aware of a potential issue related to the installation of the lashing rails in the cargo compartment of Sprinter cargo vans though a plant notification received in early April 2019. The plant notification described that some vehicles had been observed with lashing rails installed on the vehicle sidewalls which appeared to lack the activator necessary for the adhesive to fully cure. It was also observed that some vehicles did not have sufficient amounts of adhesive and/or the adhesive had not been fully placed in the optimal position. MBAG launched an investigation of the issue including whether the lashing rails as installed presented a potential safety-related concern. As part of this evaluation, MBAG considered whether there was a potential for portions of the lashing rails to become loose or disconnected, the conditions that could potentially lead the lashing rails to become disconnected and how long it could take for the condition to occur. In the interim, beginning during April, 2019, MBAG took steps to rework the vehicles within the plant's control and to optimize the installation process moving forward. MBAG's analysis also considered what level of support the rivets placed into the vehicle walls to secure the lashing rails in place would provide on their own. While the analysis indicated that even as installed the lashing rails would not immediately fail, which is also

supported by MBAG's continuous field monitoring, ultimately, MBAG could not rule out the possibility that depending on the amount and weight of cargo and driving conditions, the lashing rails might not be able to support the load being carried. To date, MBAG is not aware of any customer complaints or incidents with respect to the performance of the lashing rails. On December 16, 2019, MBAG determined that a safety risk could not be ruled out and decided to initiate a recall campaign.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer or a Freightliner Sprinter dealer will affix the lashing rails to the side walls in the vehicle loading compartment of the affected vehicles in accordance with specifications.

Pursuant to 49 C.F.R. § 577.11(e), Daimler Vans does not plan to provide notice about pre-notice reimbursement to owners since all involved vehicles remain covered under the new vehicle warranty.

How Remedy Component Differs from Recalled Component : An authorized Mercedes-Benz dealer or a Freightliner Sprinter dealer will affix the lashing rails to the side walls in the vehicle loading compartment of the affected vehicles in accordance with manufacturing specifications.

Identify How/When Recall Condition was Corrected in Production : Vehicles produced after April 5, 2019 contain lashing rails installed per enhanced work instructions.

Recall Schedule :

Description of Recall Schedule : Owners will be notified approximately one week after the recall launches to dealers. Dealers will be notified of the pending voluntary recall campaign approx. in February 2020. A copy of all communications will be provided when available.

Planned Dealer Notification Date : FEB 03, 2020 - FEB 03, 2020

Planned Owner Notification Date : FEB 10, 2020 - FEB 10, 2020

* NR - Not Reported