

Part 573 Safety Recall Report

20V-340

Manufacturer Name : Daimler Vans USA, LLC

Submission Date : JUN 09, 2020

NHTSA Recall No. : 20V-340

Manufacturer Recall No. : VS3DREIGE



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 : 12

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2019 Mercedes-Benz Metris

Vehicle Type : LIGHT VEHICLES

Body Style : VAN

Power Train : GAS

Descriptive Information : The scope of the recall population was determined by the date the production error began and ended, December 12, 2018 to January 9, 2019.

Production Dates : DEC 12, 2018 - JAN 09, 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 vans, has determined that on certain Metris vehicles from platform 447 (VS20) with gasoline engine and automatic transmission, the propeller shaft may not be attached to the intermediate bearing according to specification.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the propeller shaft is improperly attached to the intermediate bearing, over time damage to the propeller shaft joint could occur. The rotational imbalance of the shaft could lead to vibrations to the underbody of the vehicle, and to inaccurate signals to the airbag control unit. If improper signals are sent to the airbag control unit, the frontal airbags could inadvertently deploy, increasing the risk of injury to front occupants and increasing the risk of a crash.

Description of the Cause : If the propeller shaft is improperly fixed to the intermediate bearing, damage to the propeller shaft joint could occur and grow over time. This could cause an imbalance in the rotation of the shaft, creating vibrations, which in turn could be transferred to the underbody of the vehicle. In a worst case scenario, a certain momentum created by the vibrations could impact the SRS control unit, which is directly connected to the body in the area of the transmission tunnel. This could be misinterpreted as acceleration or deceleration similar to a crash event and lead to an inadvertent deployment of the frontal airbags.

Identification of Any Warning that can Occur : As the propeller shaft joint wears, there will be increasing noise and a feeling of vibration from under the vehicle.

Involved Components :

Component Name 1 : Propeller shaft

Component Description : Propeller shaft to connect engine in the front of the vehicle with the rear axle drive.

Component Part Number : A447 410 21 00 or A447 410 22 00

Supplier Identification :

Component Manufacturer

Name : IFA Powertrain GmbH

Address : 6 IndustriestraBe
Haldensleben FOREIGN STATES 39340

Country : Germany

Chronology :

In September 2019, the Mercedes-Benz workshop organization became aware of a case in the Chinese market in which a customer complained about noise coming from under his vehicle.

MBAG and the supplier launched an investigation to understand whether this individual report was indicative of a broader issue.

Additional reports were received in Q4 2019, indicating damage to the propeller shaft. These were included in the investigation. Also, in November, 2019, MBAG became aware of a case in Saudi Arabia in which damage to the propeller shaft and in which the frontal airbags appeared inadvertently to deploy.

In December 2019 parts were retrieved from the field for inspection by the component manufacturer, which is supplier to MBAG.

The supplier's investigation found that there had been an error in the machine setting process in pre-assembly of the component which impacted the ability of the propeller shaft pins to attach appropriately to the ball hubs on the propeller shaft joint. As a result, the securing ring on this mechanical connection could not be fully locked in the intended securing ring groove.

The supplier provided its root cause analysis of the propeller shaft joint wear to MBAG in late January, 2020. MBAG then undertook further evaluations to identify whether, and under what circumstances, damage to the propeller shaft might impact the operation of the frontal airbags.

MBAG conducted this investigation as best it could during the COVID-19 pandemic, although many employees were furloughed and the ability to conduct testing was minimal during the Spring, 2020.

On June 3, 2020, MBAG determined that a safety risk could not be ruled out and decided to conduct a recall campaign.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz Metris dealer will inspect the propeller shaft of the potentially affected vehicles and replace it as needed.

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 Metris dealer will inspect the propeller shaft of the potentially affected vehicles and replace it as needed.

Identify How/When Recall Condition was Corrected in Production : An adjustment of the production line at the sub-supplier was made in December 2018. A monitoring mechanism in the joining process at the supplier was also introduced.

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 July 2020. A copy of all communications will be provided when available.

Planned Dealer Notification Date : JUL 17, 2020 - JUL 17, 2020

Planned Owner Notification Date : JUL 24, 2020 - JUL 24, 2020

* NR - Not Reported