

Part 573 Safety Recall Report

20V-756

Manufacturer Name : Daimler Vans USA, LLC**Submission Date :** DEC 09, 2020**NHTSA Recall No. :** 20V-756**Manufacturer Recall No. :** VS3PRIDIBA**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 : 9

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 : NR

Descriptive Information : The recall population was determined through an analysis of the production information indicating that vehicles produced between June 11, 2018 and July 10, 2018 had been equipped with a non-final version of the printed and digital operator's manual.

Production Dates : JUN 11, 2018 - JUL 10, 2018

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 certain Sprinter market introduction vehicles from platform 907 (VS30) for the U.S. market may have been delivered with a version of the printed and digital operator's manual that had not been finalized.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the operator relies on a version of the owner's manual that had not been finalized, the information about vehicle functions and other safety relevant information may be inaccurate and/or incomplete, which could lead to improper operation of the vehicle and potentially increase the risk of a crash and/or injury to person.

Description of the Cause : NR

Identification of Any Warning that can Occur : The printed version of the operator's manual is marked with the note "For internal use only", which could indicate to the vehicle operator that this is not the standard version of the manual.

Involved Components :

Component Name 1 : OPERATOR'S MANUAL

Component Description : OPERATOR'S MANUAL

Component Part Number : A9075845302

Supplier Identification :**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

Chronology :

MBAG launched its next generation Sprinter model (platform 907) in the second quarter of 2018, which required an update to the owner's manual. When the Charleston production plant began to reassemble the vehicles, it placed a non-finalized version of the owner's manual in the vehicle (hard copy and digital copy) as an interim measure. Vehicles were held at the plant or the Vehicle Processing Center (VPC) until the owner's manuals could be replaced with final versions. When the final version of the owner's manual ultimately became available in the second half of 2018, it was initially used in series production and for upgrading vehicles that were held at the plant site or at the VPC.

In March 2020, MBAG initiated a review of open plant actions. Due to the COVID-19 pandemic which led to plant shut downs and furloughs, the plant action review was not resumed until third quarter 2020. At that time, in September 2020, MBAG identified 9 vehicles that did not have documentation to confirm that the interim version of the owner's manual had been removed and the replaced with the final version of the owner's manual. MBAG initiated an investigation into whether the vehicles had in fact received the final version of the owner's manual and if not, the differences between the versions and the potential for any adverse safety consequences. Through its review, MBAG found that the US sales organization was not aware of the hold on these vehicles and that in late 2018 and into 2019, some of the vehicles that had been held at the VPC had been used for sales activities without receiving the upgraded owner's manual.

MBAG later confirmed that the vehicles had not received the operator's manual upgrade and on December 2, 2020 decided that a potential safety risk cannot be ruled out and a recall was decided.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz Sprinter dealer will replace the printed version of the operator's manual with the latest series version and update the software of the digital version of the operator's manual in the respective control unit.

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 Sprinter dealer will replace the printed version of the operator's manual with the latest series version and update the software of the digital version of the operator's manual in the respective control unit.

Identify How/When Recall Condition was Corrected in Production : Since July 2018 vehicles in series production are only equipped with the released series version of the operator's manual.

Recall Schedule :

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

Planned Dealer Notification Date : JAN 11, 2021 - JAN 11, 2021

Planned Owner Notification Date : JAN 18, 2021 - JAN 18, 2021

* NR - Not Reported