

# Part 573 Safety Recall Report

# 21V-153

**Manufacturer Name :** Daimler Vans USA, LLC**Submission Date :** MAR 10, 2021**NHTSA Recall No. :** 21V-153**Manufacturer Recall No. :** VS3SCHIEBT**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 : 56

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2019-2020 MERCEDES BENZ SPRINTER

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : VAN

Power Train : NR

**Descriptive Information :** Based on the analysis of the production information, the affected population was determined to be certain Sprinter vehicles (VS30, Platform 907) equipped with an electric sliding door and certain body configuration, produced from December 11, 2019 to September 15, 2020. Vehicles outside this scope were produced with the correct auxiliary lock on the sliding door.

Production Dates : DEC 11, 2019 - SEP 15, 2020

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 vans, has determined that certain Sprinter vehicles from platform 907 (VS30) equipped with an optional electric sliding door may have been manufactured with an auxiliary lock on the sliding door that was not specified for use in combination with an electric sliding door.

FMVSS 1 : 226 - Ejection mitigation

FMVSS 2 : NR

**Description of the Safety Risk :** Affected vehicles that have the auxiliary lock on the sliding door that is not compatible with the electric sliding door variant, may show an increased outward dislocation of the sliding door in case of a crash, therefore, they do not comply with FMVSS 226 and could increase the risk of injuries in case of a crash.

**Description of the Cause :** NR

Identification of Any Warning NR  
that can Occur :

## Involved Components :

Component Name 1 : AUXILIARY DOOR LOCK

Component Description : AUXILIARY LOCK ON SLIDING DOOR FOR MANUAL SLIDING DOOR

Component Part Number : A9077304100

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

In late September 2020, based on internal review of the technical documentation, MBAG became aware of a potential issue concerning the auxiliary lock on the sliding door installed on certain Sprinter platform 907 vehicles. MBAG found that for certain vehicle configurations equipped with the electric sliding door option, the technical documentation showed an auxiliary lock that is not compatible with an electric sliding door.

MBAG commenced its investigation to understand how vehicles from the concerned configuration had been built until that date.

In parallel, also in September 2020, any vehicles from the affected configuration that were still located at the production plant were blocked, and if needed, the electric sliding door was replaced by a mechanical sliding door. The affected configuration was also blocked for further sale and production until the matter could be resolved.

Through its ongoing investigation, which lasted into the fourth quarter of 2020, MBAG found that workers in the plant had identified that the auxiliary locks referenced in the technical documentation physically did not fit into the affected vehicles. However, the standard escalation process was not triggered as it should have been and the locks were instead replaced with a different lock from another load carrier that was located nearby at the assembly line. Although this lock physically fit into the vehicles, it was specified only for the vehicles with manual sliding door mechanism.

MBAG commenced its analysis as to the potential consequences of the incorrect lock mounted to affected vehicles with electric sliding door. Including the consideration of results from specific tests, the analysis lasted into early 2021 and upon further review of the FMVSS 226 requirements, on March 3, 2021, MBAG determined

a noncompliance existed in the vehicles.

## Description of Remedy :

**Description of Remedy Program :** An authorized Mercedes-Benz Sprinter dealer will convert the electric sliding function of the sliding door into a manual function for which the installed auxiliary lock is specified.

**How Remedy Component Differs from Recalled Component :** An authorized Mercedes-Benz Sprinter dealer will convert the electric sliding function of the sliding door into a manual function for which the installed auxiliary lock is specified.

**Identify How/When Recall Condition was Corrected in Production :** Upon recognition of the issue in September 2020, the vehicles from the affected configuration that were still in plant access were blocked, and the electric sliding door was replaced by a mechanical sliding door. The affected configuration was also blocked for further sale and production.

## Recall Schedule :

**Description of Recall Schedule :** Dealers will be notified of the pending voluntary recall campaign approx. in April 2021. A copy of all communications will be provided when available.

**Planned Dealer Notification Date :** APR 05, 2021 - APR 05, 2021

**Planned Owner Notification Date :** APR 12, 2021 - APR 12, 2021

\* NR - Not Reported