



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

April 9, 2021

Mr. Antonio Mole
Daimler Vans USA, LLC
8501 Palmetto Commerce Pkwy
Ladson, SC 29456

NEF-107MR
21V-235

Subject: Instrument Cluster Display Too Bright/FMVSS 101

Dear Mr. Mole:

This letter serves to acknowledge Daimler Vans USA, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

FREIGHTLINER/SPRINTER 1500/2019-2020
FREIGHTLINER/SPRINTER 2500/2019-2020
FREIGHTLINER/SPRINTER 3500/2019-2020
FREIGHTLINER/SPRINTER 4500/2019-2020
MERCEDES-BENZ/SPRINTER 1500/2019-2020
MERCEDES-BENZ/SPRINTER 2500/2019-2020
MERCEDES-BENZ/SPRINTER 3500/2019-2020
MERCEDES-BENZ/SPRINTER 4500/2019-2020

Mfr's Report Date: April 5, 2021

NHTSA Campaign Number: 21V-235

Components:

ELECTRICAL SYSTEM: INSTRUMENT CLUSTER/PANEL

Potential Number of Units Affected: 1,285

Problem Description:

Daimler Vans USA, LLC (DVUSA) is recalling certain 2019-2020 Mercedes Benz Sprinter and Freightliner Sprinter vehicles. The multifunctional display in the instrument cluster may not be adjustable and appear too bright in certain lighting conditions. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 101, "Control and Displays."

Consequence:

A display that is too bright can hinder the driver's vision, increasing the risk of a crash.

Remedy:

DVUSA will notify owners, and dealers will update the instrument cluster software, free of charge. The recall is expected to begin May 24, 2021. Owners may contact DVUSA customer service at 1-877-762-8267. DVUSA's number for this recall is VS3DISPKI.



Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Daimler Vans USA, LLC's contact for this recall will be Michelle Rice who may be reached by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement