

# Part 573 Safety Recall Report

# 21V-235

**Manufacturer Name :** Daimler Vans USA, LLC**Submission Date :** APR 05, 2021**NHTSA Recall No. :** 21V-235**Manufacturer Recall No. :** VS3DISPKI**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 : 1,285

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 platform 907 (VS30) Sprinter vehicles equipped with a "Highline" instrument cluster in combination with an entry variant radio or without the infotainment system, produced from May 16, 2018 to February 19, 2021. Other platform 907 Sprinter vehicles were produced with a different combination of instrument cluster and radio type and are not affected by this issue.

Production Dates : MAY 16, 2018 - FEB 19, 2021

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 2 : 2019-2020 FREIGHTLINER 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 platform 907 (VS30) Sprinter vehicles equipped with a "Highline" instrument cluster in combination with an entry variant radio or without the infotainment system, produced from May 16, 2018 to February 19, 2021. Other platform 907 Sprinter vehicles were produced with a different combination of instrument cluster and radio type and are not affected by this issue.

Production Dates : MAY 16, 2018 - FEB 19, 2021

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 and Freightliner vans, has determined that on certain platform 907 (VS30) Sprinter vehicles, the degree of illumination of the multifunctional display in the instrument cluster may not be adjustable as specified in FMVSS 101.

FMVSS 1 : 101 - Control and displays

FMVSS 2 : NR

Description of the Safety Risk : Affected vehicles that do not meet the illumination adjustment requirements for the instrument cluster do not comply with FMVSS 101 and could increase the risk of a crash if the instrument cluster is too bright for the ambient conditions.

Description of the Cause : In certain combinations of instrument clusters and radios, when the photo diode function within the instrument cluster recognizes certain very dark conditions, the IC software that controls the illumination of the IC may set an incorrect value for the brightness level of the multifunction display and cannot be manually adjusted by the operator.

Identification of Any Warning that can Occur : Due to the nature of the failure mechanism, an affected customer would not receive any advanced warning.

## Involved Components :

Component Name 1 : INSTRUMENT CLUSTER

Component Description : INSTRUMENT CLUSTER SPRINTER 907

Component Part Number : A 907 901 03 03

Component Name 2 : INSTRUMENT CLUSTER

Component Description : INSTRUMENT CLUSTER SPRINTER 907

Component Part Number : A 907 901 25 01

Component Name 3 : INSTRUMENT CLUSTER

Component Description : INSTRUMENT CLUSTER SPRINTER 907

Component Part Number : A 907 901 26 01

Component Name 4 : INSTRUMENT CLUSTER

Component Description : INSTRUMENT CLUSTER SPRINTER 907

Component Part Number : A 907 901 32 01

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Component Name 5 : INSTRUMENT CLUSTER

Component Description : INSTRUMENT CLUSTER SPRINTER 907

Component Part Number : A 907 901 36 02

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Component Name 6 : INSTRUMENT CLUSTER

Component Description : INSTRUMENT CLUSTER SPRINTER 907

Component Part Number : A 907 901 37 02

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Component Name 7 : INSTRUMENT CLUSTER

Component Description : INSTRUMENT CLUSTER SPRINTER 907

Component Part Number : A 907 901 43 02

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Component Name 8 : INSTRUMENT CLUSTER

Component Description : INSTRUMENT CLUSTER SPRINTER 907

Component Part Number : A 907 901 96 02

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Component Name 9 : INSTRUMENT CLUSTER

Component Description : INSTRUMENT CLUSTER SPRINTER 907

Component Part Number : A 907 901 97 02

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## Supplier Identification :

### Component Manufacturer

Name : Continental Automotive Romania SRL

Address : Siemens Street 1

300704 Timisoara Foreign States

Country : Romania

**Chronology :**

PLEASE SEE ATTACHED DOCUMENT

**Description of Remedy :**

Description of Remedy Program : An authorized Mercedes-Benz or Freightliner Sprinter dealer will conduct a software update for the instrument cluster on the affected vehicles.

How Remedy Component Differs from Recalled Component : An authorized Mercedes-Benz or Freightliner Sprinter dealer will conduct a software update for the instrument cluster on the affected vehicles.

Identify How/When Recall Condition was Corrected in Production : As a precautionary measure MBAG initiated a U.S. production and ordering stop for these equipment options already in February 2021.

**Recall Schedule :**

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign approx. in May 2021. A copy of all communications will be provided when available. Owners will be notified approximately one week after the recall launches to dealers.

Planned Dealer Notification Date : MAY 17, 2021 - MAY 17, 2021

Planned Owner Notification Date : MAY 24, 2021 - MAY 24, 2021

\* NR - Not Reported