



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

1200 New Jersey Avenue SE  
Washington, DC 20590

December 13, 2021

Anthony Washington  
Department Manager  
Daimler Vans USA, LLC  
8501 Palmetto Commerce Pkwy  
Ladson, SC 29456

NEF-107MR  
21V-934

**Subject:** Bolt Fasteners on Rear Step Not Properly Tightened

Dear Anthony Washington:

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:**

MERCEDES-BENZ/SPRINTER 1500/2021  
MERCEDES-BENZ/SPRINTER 2500/2021  
MERCEDES-BENZ/SPRINTER 3500/2021  
MERCEDES-BENZ/SPRINTER 4500/2021

**Mfr's Report Date:** December 1, 2021

**NHTSA Campaign Number:** 21V-934

**Components:**

STRUCTURE

**Potential Number of Units Affected:** 30

**Problem Description:**

Daimler Vans USA, LLC (DVUSA) is recalling certain 2021 Mercedes-Benz Sprinter vehicles. The spring-loaded rear step bolt fasteners were not properly tightened.

**Consequence:**

Loose bolt fasteners may allow the rear step to separate from the vehicle, becoming a road hazard and increasing the risk of a crash.

**Remedy:**

Dealers will tighten the bolt fasteners and replace the console and attaching hardware, free of charge. Owner notification letters are expected to be mailed January 24, 2022. Owners may contact DVUSA customer service at 1-877-762-8267. DVUSA's number for this recall is VS3HECKTRI.

**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.nhtsa.gov](http://www.nhtsa.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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of eight 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](mailto:michelle.rice@dot.gov). We look forward to working with you.

Sincerely,



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