

Part 573 Safety Recall Report

21V-934

Manufacturer Name : Daimler Vans USA, LLC**Submission Date :** DEC 01, 2021**NHTSA Recall No. :** 21V-934**Manufacturer Recall No. :** VS3HECKTRI**Manufacturer Information :**

Manufacturer Name : Daimler Vans USA, LLC

Address : One Mercedes-Benz Drive
Sandy Springs GA 30328

Company phone : 8777628267

Population :

Number of potentially involved : 30

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2021-2021 MERCEDES BENZ SPRINTER

Vehicle Type :

Body Style : VAN

Power Train : NR

Descriptive Information : Based on the analysis of the production information, the affected population was determined to be 30 Sprinter vehicles (VS30, Platform 907) produced from June 9, 2021 to June 22, 2021 in the Charleston, SC plant.

Production Dates : JUN 09, 2021 - JUN 22, 2021

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 on certain Mercedes-Benz Sprinter vehicles [platform 907 (VS30)] with a spring-loaded rear step, certain bolt fasteners for the spring-loaded rear step were not tightened with the required torque.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Should the affected bolt fasteners loosen during vehicle operation, the rear step could separate from the vehicle. As a result, the step may become a road hazard, and the potential risk of a crash to following traffic could be increased.

Description of the Cause : NR

Identification of Any Warning that can Occur : Due to the nature of the defect, a customer would not receive a warning

Involved Components :

Component Name 1 : CONSOLE

Component Description : RIGHT CONSOLE

Component Part Number : A9076111300

Component Name 2 : NUTS

Component Description : NUTS CONSOLE

Component Part Number : N000000003276

Component Name 3 : SCREWS

Component Description : OUTSIDE SCREWS CONSOLE

Component Part Number : N910105012011

Component Name 4 : SCREWS

Component Description : INSIDE SCREWS CONSOLE

Component Part Number : A0029903303

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

In June 2021, Mercedes-Benz AG received a report from the Charleston plant stating that certain bolt fasteners for the newly introduced code option for a spring-loaded rear step were not tightened to the required torque.

MBAG initiated an investigation, and began to rework the affected bolt fasteners for the spring-loaded rear step. As a precautionary measure, MBAG immediately quarantined potentially affected in-production Platform 907 vehicles, blocking them from release.

At the end of June 2021, the investigation determined that the affected vehicle production station did not have the required torque documented for this installation of the spring-loaded rear step.

Further investigations in September 2021 determined that certain Sprinter vehicles released earlier in June 2021 may have had the rear step bolt fasteners tightened without insufficient torque.

On November 24, 2021, MBAG determined that it could not rule out that the released vehicles posed a potential safety risk, and decided to initiate a recall for the affected VS30 Sprinter vehicles.

Description of Remedy :

Description of Remedy Program : Mercedes-Benz customers affected by this measure will be informed about the recall and the necessary next steps in writing and will receive advance notice through the interim customer notification.

An authorized Mercedes-Benz Sprinter dealer will replace the console and attaching hardware and tighten the affected bolt fasteners to the proper torque.

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 console and attaching hardware and tighten the affected bolt fasteners to the proper torque.

Identify How/When Recall Condition was Corrected in Production : End of June 2021, the worker information (standard worksheet) and the training documents have been supplemented.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign approximately in January 2022. A copy of all communications will be provided to NHTSA when available. Owners will be notified approximately one week after the recall launches to dealers.

Planned Dealer Notification Date : JAN 17, 2022 - JAN 17, 2022

Planned Owner Notification Date : JAN 24, 2022 - JAN 24, 2022

* NR - Not Reported