

Part 573 Safety Recall Report

22V-099

Manufacturer Name : Daimler Vans USA, LLC

Submission Date : APR 19, 2022

NHTSA Recall No. : 22V-099

Manufacturer Recall No. : VS2RU54KAM



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 : 17,093

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2015-2018 MERCEDES BENZ METRIS

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Based on the analysis of the production information, the affected population was determined to be Metris vehicles (VS20, Platform 447) produced from July 30, 2014 to April 25, 2018.

Production Dates : JUL 30, 2014 - APR 25, 2018

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 VS20 Metris vehicles (platform 447), a hardware defect in a memory chip within the rear view camera may cause the camera image in the rear view display to freeze.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In this case, the rear view display might not show an accurate and reliable view of the areas behind the vehicle to the driver. As a result, the driver might not be able to see certain objects behind the vehicle, which could increase the risk of a crash while backing up.

Description of the Cause : NR

Identification of Any Warning that can Occur : No warnings are provided to the driver. However, by observing the surroundings, e.g. via the exterior mirrors, the driver can recognize that the frozen image displayed by the rear view camera does not match the view from the mirrors.

Involved Components :

Component Name 1 : Rear View Camera

Component Description : Camera Rear Visibility

Component Part Number : A4479052502

Component Name 2 : Rear View Camera

Component Description : Camera Rear Visibility

Component Part Number : A4479053102

Component Name 3 : Rear View Camera

Component Description : Camera Rear Visibility

Component Part Number : A4479057102

Component Name 4 : Rear View Camera

Component Description : Camera Rear Visibility

Component Part Number : A4479054603

Supplier Identification :

Component Manufacturer

Name : Valeo Vision Systems Ireland

Address : Dunmore Road

Tuam, Co. Galway Foreign States H54 Y276

Country : Ireland

Chronology :

Please See Attached Document

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz Metris dealer will replace the rear view camera on the affected vehicles. As an intermediate solution an authorized Mercedes-Benz Metris dealer will conduct a Software Update on the affected vehicles to significantly lower the probability of failure occurrence. In case of failure occurrence, the software update would also lead to a black screen instead of frozen image to further mitigate the safety risk until sufficient numbers of spare parts are available.

Pursuant to 49 C.F.R. § 577.11(e), Daimler Vans does plan to provide notice about pre-notice reimbursement to owners since all involved vehicles are no longer covered under the new vehicle warranty.

How Remedy Component Differs from Recalled Component : The replacement camera has an updated computer memory chip

Identify How/When Recall Condition was Corrected in Production : Since April 2018, new rear view cameras have been introduced and are installed in series production.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign approx. in March 2022. 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 : MAR 14, 2022 - MAR 14, 2022

Planned Owner Notification Date : MAR 21, 2022 - MAR 21, 2022

* NR - Not Reported