

Part 573 Safety Recall Report

22V-360

Manufacturer Name : Daimler Vans USA, LLC**Submission Date :** MAY 26, 2022**NHTSA Recall No. :** 22V-360**Manufacturer Recall No. :** VS2SIMKOM/VS3SIMKOM**Manufacturer Information :****Population :**

Manufacturer Name : Daimler Vans USA, LLC

Number of potentially involved : 19,937

Address : One Mercedes-Benz Drive

Estimated percentage with defect : 100 %

Sandy Springs GA 30328

Company phone : 8777628267

Vehicle Information :

Vehicle 1 : 2019-2021 MERCEDES BENZ SPRINTER

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by identifying the vehicles with the affected SIM profile using production records.

Production Dates : JAN 01, 2018 - JAN 01, 2022

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 2 : 2019-2021 FREIGHTLINER SPRINTER

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by identifying the vehicles with the affected SIM profile using production records.

Production Dates : JAN 01, 2018 - JAN 01, 2022

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 3 : 2019-2021 MERCEDES BENZ METRIS

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by identifying the vehicles with the affected SIM profile using production records.

Production Dates : SEP 03, 2019 - JUL 27, 2021

VIN Range 1 : Begin : NR End : NR

 Not sequential

Description of Defect :

Description of the Defect : Mercedes-Benz AG has determined that on certain Metris (447 platform) and Sprinter/Freightliner (907 platform) vehicles the communication module's SIM card might inadvertently become disabled.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Should this occur, the communication module would not be able to establish a connection with a mobile phone network. In this case, the eCall function would not be available. Therefore, the condition may preclude or delay the arrival of emergency responders. This might increase the consequences of an injury following an emergency event.

Description of the Cause : Due to an interaction between a SIM card security mechanism and the affected SIM profile, the SIM card might inadvertently become disabled.

Identification of Any Warning that can Occur : The driver will not receive a warning due to the nature of the failure mechanism.

Involved Components :

Component Name 1 : SW Communication Module

Component Description : SW Communication Module

Component Part Number : A1779024806

Component Name 2 : SW Communication Module

Component Description : SW Communication Module

Component Part Number : A2479027803

Component Name 3 : SW Communication Module

Component Description : SW Communication Module

Component Part Number : A2479021108

Component Name 4 : SW Communication Module

Component Description : SW Communication Module

Component Part Number : A2479025009

Component Name 5 : SW Communication Module

Component Description : SW Communication Module

Component Part Number : A2389029605

Supplier Identification :

Component Manufacturer

Name : IDEMIA SAS

Address : 2 PLACE SAMUEL DE CHAMPLAIN
COURBEVOIE Foreign States 92400

Country : France

Chronology :

In February 2020, MBAG received a first isolated field complaint (outside US) regarding a disabled SIM card, in which the customer experienced issues with the Mercedes Me Connect functions. With the receipt of additional field complaints in the following months, an investigation was launched with the supplier of the communication module. In September 2020, the sub supplier of the SIM card was able to confirm that a triggered security mechanism was the root cause of the disabled SIM cards. In the following months, the investigation focused on identifying what triggered the security mechanism. From May 2021 onward, the SIM Card supplier focused on SIM cards for North America having a specific SIM profile and performed extensive tests. In September 2021, the supplier was able to narrow down the root cause to the behavior of a specific SIM profile based on tests and field data. In the following month the root cause was confirmed and an extensive analysis regarding potential effects was initiated and performed until February 2022. In March 2022, MBAG identified potentially affected vehicles with the affected SIM profile.

On May 13, 2022, MBAG determined that a potential safety risk cannot be ruled out and decided to conduct a recall. DVUSA is currently aware of 3 customer complaints (3/8/21, 3/29/22, and 5/6/22) that are related to this issue via service reports.

Description of Remedy :

Description of Remedy Program : As a precautionary measure, the supplier of the SIM card will update the SIM profile of the communication modules on the affected vehicles. This update is planned to be performed over-the-air with no workshop visit being required. If the over-the-air update cannot be successfully completed, the customer will be notified and advised to visit an authorized dealer to have the update performed.

Pursuant to 49 C.F.R. § 577.11(e), Mercedes-Benz 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 : Communication Module SIM Card will be updated according to the specification.

Identify How/When Recall Condition was Corrected in Production : A change in the SIM profile at our supplier ensures that this issue can no longer occur from Jan 03, 2022 onwards.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the voluntary recall campaign approximately in June 2022. A copy of all communications will be provided when available. 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 : JUN 13, 2022 - JUN 13, 2022

Planned Owner Notification Date : JUN 20, 2022 - JUN 20, 2022

* NR - Not Reported