

Part 573 Safety Recall Report

23V-849

Manufacturer Name : Daimler Vans USA, LLC

Submission Date : DEC 20, 2023

NHTSA Recall No. : 23V-849

Manufacturer Recall No. : VS3FEDDOR



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 : 33

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2023-2023 Mercedes-Benz Sprinter

Vehicle Type :

Body Style : VAN

Power Train : NR

Descriptive Information : The recall population was determined through production records.

Production Dates : MAR 02, 2023 - MAY 11, 2023

VIN Range 1 : Begin : NR **End :** NR

Not sequential

Description of Defect :

Description of the Defect : Mercedes-Benz AG, the manufacturer of Sprinter Vans, has determined that on certain Model Year ("MY") Sprinter (907 platform) vehicles, the body contact surface at the front left suspension strut bolt connection might not meet current specifications.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In this case, the front suspension strut bolt connection might loosen due to vibrations while driving, which might hinder the suspension strut guiding function. As a result, steering impairment cannot be ruled out, which could increase the risk of a crash.

Description of the Cause : Due to a deviation in the production process, the body contact surface for the front suspension strut bolt connection of certain vehicles might be inadvertently coated with underbody sealant.

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 : Main Floor

Component Description : NR

Component Part Number : A9066162700

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

In March 2023, MBAG became aware of an irregularity in the production process showing inadvertent coating on the body in white. As an immediate reaction beginning in April 2023, MBAG implemented a 100% check of all vehicles that were still located at the plant in order to identify whether additional vehicles might be affected. The subsequent analyses concluded that the inadvertent coating was limited to the area of the left front suspension strut body contact surface . During June 2023, MBAG began investigating the possible effects of the underbody sealing on the body contact surface for the front left suspension strut bolt connection . In September 2023, these analyses concluded that the bolt connection on the suspension strut to the body in white might settle over time. Subsequently, based on torque diagram analyses of the suspected bolt connection, MBAG checked whether the remaining bolts on the body in white would be sufficient to secure the suspension strut. In parallel, MBAG determined the potential scope of the affected vehicle population and the vehicles that might already have been distributed to the market. In November 2023, the analysis was finalized and concluded, that it could not be ruled out completely that the remaining bolts might not withstand the applied forces in each driving scenario.

On Dec 8 2023, MBAG determined that a potential safety risk cannot be ruled out and decided to conduct a recall.

MBAG can confirm there are no warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries or property damage) related to this defect in the USA.

Description of Remedy :

Description of Remedy Program : As a precautionary measure, authorized Mercedes-Benz Sprinter dealers, will check the respective body contact surface on the affected vehicles and rework it, if necessary. If you have already paid to have this recall condition corrected, you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz dealer.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : A change in the production procedure ensures that this issue can no longer occur from May 12, 2023 onwards.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on Dec 29, 2023. A copy of all communications will be provided when available. Owners will be notified of the voluntary recall campaign before Feb 9, 2024.

Planned Dealer Notification Date : DEC 29, 2023 - DEC 29, 2023

Planned Owner Notification Date : FEB 09, 2024 - FEB 09, 2024

* NR - Not Reported