

Part 573 Safety Recall Report

17V-595

Manufacturer Name : Daimler Vans USA, LLC**Submission Date :** SEP 22, 2017**NHTSA Recall No. :** 17V-595**Manufacturer Recall No. :** NR**Manufacturer Information :**

Manufacturer Name : Daimler Vans USA, LLC

Address : 303Perimeter Center North

Suite 202 Atlanta GA 30346

Company phone : 8548883214

Population :

Number of potentially involved : 3

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2015-2017 Mercedes-Benz Metris

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : VAN

Power Train : GAS

Descriptive Information : 2015-2017MY Mercedes-Benz Metris

Production Dates : FEB 11, 2015 - MAY 31, 2017

VIN Range 1 : Begin : NR End : NR

 Not sequential**Description of Defect :**

Description of the Defect : Daimler AG ('DAG'), the manufacturer of Mercedes-Benz Vans, has determined that on certain Metris vehicles the contacts inside the control unit of the electric power steering (EPS) might not have been properly welded, in which case a permanent electrical connection could not be ensured.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In case the pins completely lose contact, a malfunction of the electric power steering could result and the power steering assist could deactivate. This could increase the risk of an accident.

Description of the Cause : Due to a process deviation at the supplier, certain power steering control units might not meet the requirements regarding the welding of contact pins. Due to a technical weakness in the optically guided laser welding machine during part manufacturing on supplier site and due to light refraction and mirroring effects, the camera could have recognized incorrectly the outer edge of the pins and interpreted this as welding zone. An automatic position and path control of the laser was not implemented.

Identification of Any Warning that can Occur : NR

Supplier Identification :**Component Manufacturer**

Name : Robert Bosch Automotive Steering Kft.
Address : 3300 Kistályai út 2.
Eger FOREIGN STATES
Country : Hungary

Chronology :

In March 2017, DAG received a report regarding a defective steering rack from a passenger car (C-Class) vehicle within the US-market, and immediately requested the return of the part for analysis. In April 2017, the steering rack was delivered to the supplier, who initiated root-cause investigations. After identifying the root-cause to be incorrect welding of pins inside the control module, the supplier implemented corrective actions by installing a position monitoring of the lasers at their production facility in late May 2017. In addition, the supplier reviewed all welding parameters from start of production to then, which resulted in the identification of additional control modules with insufficiently welded pins manufactured for DAG. In August 2017, DAG reviewed production records to match the potentially defective steering racks to the respective vehicles. It was identified that Mercedes-Benz Metris (VS20 – model series 447) vehicles were affected as well. In September 2017, DAG determined that a potential safety risk cannot be ruled out.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz Metris dealer will replace the electric power steering rack (A 447 460 29/30/37 00) on the vehicles affected. 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 : N/A

Identify How/When Recall Condition was Corrected in Production : A change in the production procedure of the supplier ensures that this recall condition can no longer occur, from June 1, 2017 onwards. An automatic position and path control of the laser was implemented and an improvement of the light conditions was conducted in the production of the affected part.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign approximately in October 2017. A copy of all communications will be provided when available.

Owners will be notified approximately one week after the recall launch to the dealers.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

* NR - Not Reported