

# Part 573 Safety Recall Report

# 17V-742

**Manufacturer Name :** Daimler Vans USA, LLC**Submission Date :** JAN 30, 2018**NHTSA Recall No. :** 17V-742**Manufacturer Recall No. :** NR**Manufacturer Information :****Population :**

Manufacturer Name : Daimler Vans USA, LLC

Number of potentially involved : 773

Address : 303Perimeter Center North  
Suite 202 Atlanta GA 30346

Estimated percentage with defect : 2 %

Company phone : 8548883214

**Vehicle Information :**

Vehicle 1 : 2017-2017 Mercedes-Benz Sprinter 2500, 3500

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : VAN

Power Train : DIESEL

Descriptive Information : The problem was detected in the US plant in Charleston in the beginning of August 2017 during a product audit and the potentially affected vehicles as well as the production period were precisely identified.

Production Dates : JUL 11, 2017 - AUG 09, 2017

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 2 : 2017-2017 Freightliner Sprinter 2500, 3500

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : VAN

Power Train : DIESEL

Descriptive Information : The problem was detected in the US plant in Charleston in the beginning of August 2017 during a product audit and the potentially affected vehicles as well as the production period were precisely identified.

Production Dates : JUL 11, 2017 - AUG 09, 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 and Freightliner Vans, has determined that on certain Mercedes-Benz and Freightliner Sprinter vehicles, the spare wheel holder located under the vehicle may not be secured as intended. In this case the holder, which is mounted below the frame-end behind the rear axle, would be in a lowered position in its mounting hooks.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** Depending on the conditions of use and driving situations it cannot be excluded that the spare wheel holder shifts from the secure hold position in the mounting hooks. As a consequence a loss of the spare wheel cannot be ruled out, and could increase the risk of a crash.

**Description of the Cause :** The issue occurred as a result of an insufficiently trained production staff member which resulted in not ensuring the spare wheel holder was secured as intended on individual vehicles.

**Identification of Any Warning that can Occur :** Driving with a spare wheel holder in lowered condition would lead to recognizable noise for the driver.

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

The problem was detected in the US plant in the beginning of August 2017 during a dynamic product audit during road driving.

Upon identification of the technical issue, a plant action was initiated. The affected vehicles which were still in the plant were blocked and a 100%-check was implemented.

Analysis as to the cause and investigations on technical implications, including first driving tests with a lowered spare wheel holder, were commenced accordingly.

Based on the results from a working group, mid of November 2017 Daimler AG has decided to recall the potentially affected vehicles.

Daimler AG is not aware of any customer complaints concerning this matter.

## Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz or Freightliner Sprinter dealer will lift the spare wheel holder (A9014030471) completely on the vehicles affected and tighten the screws according to specification.

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 : NR

Identify How/When Recall Condition was Corrected in Production : Upon identification of the technical issue, the affected vehicles which were still in the plant were blocked and a 100%-check was implemented. Moreover, documentation of the required work to be performed is covered by an additional stamp to be collected on the vehicle production card in the assembly line. The introduction of new assembly staff is directly connected with sufficient instruction and its documentation.

## Recall Schedule :

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

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

Planned Dealer Notification Date : JAN 23, 2018 - JAN 23, 2018

Planned Owner Notification Date : JAN 24, 2018 - JAN 24, 2018

\* NR - Not Reported