

Part 573 Safety Recall Report

18V-497

Manufacturer Name : Daimler Vans USA, LLC**Submission Date :** JUN 13, 2019**NHTSA Recall No. :** 18V-497**Manufacturer Recall No. :** NR**Manufacturer Information :**

Manufacturer Name : Daimler Vans USA, LLC
Address : One Mercedes-Benz Drive
 Sandy Springs GA 30328
Company phone : 854-888-3374

Population :

Number of potentially involved : 6
Estimated percentage with defect : 100 %

Vehicle Information :**Vehicle 1 :** 2017-2018 Mercedes-Benz Metris**Vehicle Type :****Body Style :****Power Train :** NR

Descriptive Information : Daimler AG became aware of this case through a reclamation at the re-assembly plant in Ladson (Charleston, SC) in February 2018. The affected population was determined as being produced in the period of time between the relevant dates mentioned above. The vehicles concerned can be identified based on production information.

The recall population refers to the NAFTA Metris vehicles (Platform 447) with automatic transmissions installed that have suffered from high levels of corrosion on the transmission flange.

Other NAFTA Sprinter vehicles have not been equipped with automatic transmissions with high levels of corrosion.

Production Dates : NOV 15, 2017 - JAN 09, 2018**VIN Range 1 : Begin :**

NR

End : NR **Not sequential****Description of Defect :**

Description of the Defect : Daimler AG has determined that in certain Mercedes-Benz Metris vehicles (VS20 - platform 447) for the US-market automatic transmissions with high levels of corrosion on the transmission flange may have been installed. Therefore, it cannot be ensured that the screw connections to the transmission flanges are correct on all affected vehicles.

FMVSS 1 : NR**FMVSS 2 :** NR

Description of the Safety Risk : If the screw connection of the transmission flange is not sufficient, the bolts could loosen and subsequently lose connection with the vehicle. Should a

customer ignore the clear warning signs and continue to operate the vehicle the propeller shaft could fall onto the transmission cross member and as a result an abrupt loss of motive power cannot be ruled out. If this occurs while driving, the drive shaft would continue to turn in an uncontrolled manner and further consequential damage to adjacent components could occur. This may increase the risk of a crash.

Description of the Cause : The corrosion on the transmission flange is possible due to the fact that affected components were exposed to weather during the logistics process. Having received the parts the re-assembly plant in the US asked for approval from R&D to use the components. The employees from the US plant incorrectly understood the parts were released by R&D. As a consequence the corroded flanges were mounted.

Identification of Any Warning that can Occur : Generally, it can be assumed that a customer will perceive significant noises under the vehicle as well as vibrations caused by the loosened transmission flange to the propeller shaft.

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

Daimler AG became aware of this case through a reclamation at the re-assembly plant in Ladson (Charleston, SC) in February 2018.

Upon identification, the necessary analysis and evaluation as to the root cause and impact of this issue were initiated immediately.

On July 24, 2018, Daimler AG decided to initiate a safety recall campaign based on the results of the preceding analysis and evaluation.

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

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer will replace the transmission flange and the affected bolts as well as clean the shaft seal on all potentially affected vehicles.

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 : Mercedes-Benz Metris vehicles (Platform 447) will be equipped with automatic transmissions without corrosion on the transmission flange.

A 906 272 05 45 – Transmission Flange
A 002 990 68 03 - Bolts

Identify How/When Recall Condition was Corrected in Production : Immediately after the detection of the case, a 100% inspection was carried out in the US re-assembly plant in Ladson (Charleston, SC) for the concerned components. Moreover, the logistics process was optimized in relation to weather protected storage and further surface protection for the time of transportation.

Recall Schedule :

Description of Recall Schedule : Owners will be notified approximately one week after the recall launch to the dealers.

Dealers will be notified of the pending voluntary recall campaign in September 2018. A copy of all communications will be provided when available.

Planned Dealer Notification Date : SEP 03, 2018 - SEP 21, 2018

Planned Owner Notification Date : SEP 27, 2018 - SEP 27, 2018

* NR - Not Reported