

# Part 573 Safety Recall Report

# 18V-743

**Manufacturer Name :** Daimler Vans USA, LLC**Submission Date :** MAR 15, 2019**NHTSA Recall No. :** 18V-743**Manufacturer Recall No. :** NR**Manufacturer Information :**

Manufacturer Name : Daimler Vans USA, LLC

Address : One Mercedes-Benz Drive  
Sandy Springs GA 30328

Company phone : 854-888-3214

**Population :**

Number of potentially involved : 76

Estimated percentage with defect : 30 %

**Vehicle Information :**

Vehicle 1 : 2018-2018 Freightliner Sprinter

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : VAN

Power Train : DIESEL

**Descriptive Information :** Daimler AG became aware of this issue in July 2018 by a notification from the assembly plant Düsseldorf. 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 Sprinter vehicles (Platform 906) that might have been equipped with an incorrect operating lever as a subcomponent of the door locks on the right side of the vehicle.

Other NAFTA Sprinter vehicles (Platform 906) have already been equipped with the correct door locks and have been produced outside the affected production period July 04, 2018 and July 19, 2018.

Mercedes-Benz and Freightliner Sprinter vehicles (Platform 906) will be equipped with the correct door locks on the right side of the vehicle.

**Production Dates :** JUL 04, 2018 - JUL 19, 2018

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2018-2018 Mercedes-Benz Sprinter

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : VAN

Power Train : DIESEL

**Descriptive Information :** Daimler AG became aware of this issue in July 2018 by a notification from the assembly plant Düsseldorf. 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.

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Mercedes-Benz and Freightliner Sprinter vehicles (Platform 906) will be equipped with the correct door locks on the right side of the vehicle.

Production Dates : JUL 04, 2018 - JUL 19, 2018

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 in certain Mercedes-Benz and Freightliner Sprinter vehicles for the NAFTA market, for the door locks on the right side of the vehicle, an incorrect operating lever might have been installed as a subcomponent.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : When the driver's door, cargo door and rear door are electronically unlocked, the corresponding doors on the right side of the vehicle cannot always be opened from inside and outside the vehicle. Exiting the vehicle on the left side of the vehicle is possible during normal driving operation. This could increase the risk of injury in the event of a crash.

Description of the Cause : Due to a fault in the production of a sub-supplier, an incorrect operating lever as a subcomponent of the lock has been installed in the lock for the right side of the vehicle. All main locks (passenger hinged door, load compartment sliding door, hinged rear door) only on the right side of the vehicle may be affected. Due to geometric variations on the operating lever, the clutch lever may not be able to fall behind the designated driving hook on the operating lever after locking and unlocking. In this case, the door lock would remain locked. The door would then be electronically unlocked, but might not be opened from the inside and outside.

Dynamic movement of the door handle allows the door lock function to be restored temporarily and consequently the door can be unlocked and opened.

Identification of Any Warning that can Occur : A customer does not receive any advance warning.

## Supplier Identification :

## Component Manufacturer

Name : Kiekert AG  
Address : Hoseler Platz 2  
Heiligenhaus FOREIGN STATES 42579  
Country : Germany

## Chronology :

Daimler AG became aware of this issue in July 2018 by a notification from the assembly plant Düsseldorf.

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

On October 12, 2018, Daimler AG decided to initiate a recall campaign based on the results of the preceding analysis and evaluation.

To date Daimler AG is aware of 13 complaints concerning this matter from the field.

## Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz or Freightliner Sprinter dealer will check and replace the locks if necessary.

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 and Freightliner Sprinter vehicles (Platform 906) will be equipped with the correct door locks on the right side of the vehicle.

Identify How/When Recall Condition was Corrected in Production : Immediately after recognizing the issue, a function test was set up by the supplier for the affected lock types.

## 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 December 2018. A copy of all communications will be provided when available.

Planned Dealer Notification Date : DEC 03, 2018 - DEC 03, 2018

Planned Owner Notification Date : DEC 11, 2018 - DEC 11, 2018

\* NR - Not Reported