



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

September 26, 2019

Mr. Antonio Mole  
Daimler Vans USA, LLC  
8501 Palmetto Commerce Pkwy  
Ladson, SC 29456

NEF-150MR  
19V-666

**Subject:** Incorrectly Mounted Spring Pins in Head Restraint

Dear Mr. Mole:

This letter serves to acknowledge Daimler Vans USA, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

MERCEDES BENZ/METRIS/2019

**Mfr's Report Date:** September 18, 2019

**NHTSA Campaign Number:** 19V-666

**Components:**

SEATS:FRONT ASSEMBLY:HEAD RESTRAINT

**Potential Number of Units Affected:** 594

**Problem Description:**

Daimler Vans USA, LLC (DVUSA) is recalling certain 2019 Metris vehicles. The head restraint of the seat or seat back may have been fitted without a spring pin or a spring pin that was improperly mounted.

**Consequence:**

The incorrectly mounted or missing spring pins can cause the upholstery carrier to come loose from the head restraint housing, which increases the risk of an injury in the event of a crash.

**Remedy:**

DVUSA will notify owners, and Mercedes-Benz dealers will replace the head restraints, free of charge. The manufacturer has not yet provided a notification schedule. Owners may contact DVUSA customer service at 1-877-762-8267. DVUSA's number for this recall is VS2KOPFSTU.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please verify that the replacement parts have the same part number. If not, per the requirements of 49 USC 30119, please provide the part number, name and description of the component or components that need to be replaced to remedy this recall condition. This information should be provided in an amended 573 in the "Describe what distinguishes the remedy component from the recalled component" section.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at [michelle.rice@dot.gov](mailto:michelle.rice@dot.gov). We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement