

Part 573 Safety Recall Report

19V-591

Manufacturer Name : Daimler Vans USA, LLC**Submission Date :** AUG 12, 2019**NHTSA Recall No. :** 19V-591**Manufacturer Recall No. :** VS3HELI**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 : 8,243

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2019 Mercedes-Benz 1500, 2500, 3500, 4500 Sprinter

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : VAN

Power Train : DIESEL

Descriptive Information : Daimler AG first became aware of a potential issue through a notification from the quality department of the production plant in June 2019.

Based on identification of a software error and analysis of the production information, the affected population was determined to be Sprinter (VS30, Platform 907 and platform 910) for the US, Canada and other markets worldwide with taillights for closed-vehicle-chassis and with the software release 11 for the control unit "body controller", produced from February 8, 2019 to June 19, 2019. Vehicles outside of the recall population include a different software version.

Production Dates : FEB 08, 2019 - JUN 19, 2019

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2019-2019 Freightliner 1500, 2500, 3500, 4500 Sprinter

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : VAN

Power Train : DIESEL

Descriptive Information : Daimler AG first became aware of a potential issue through a notification from the quality department of the production plant in June 2019.

Based on identification of a software error and analysis of the production information, the affected population was determined to be Sprinter (VS30, Platform 907 and platform 910) for the US, Canada and other markets worldwide with taillights for closed-vehicle-chassis and with the software release 11 for the control unit "body controller", produced from February 8, 2019 to June 19, 2019. Vehicles outside of the recall population include a different software version.

Production Dates : FEB 08, 2019 - JUN 19, 2019

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 Sprinter vehicles platform 907 (VS30), if the manual turn-switch that activates the vehicle lights is turned quickly (≤ 0.5 s) from one lighting position to another, the brightness of the taillights can be significantly reduced (to a state of glowing only) or the taillights could switch off completely. The performance of the brake lights is not affected.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the brightness of the taillights is reduced or the taillights are turned off completely, the vehicle may not be sufficiently visible from the rear, which could increase the risk of a crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : If the taillights turn off, a warning indicator will appear in the instrument cluster.

Supplier Identification :**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

Chronology :

Daimler AG first became aware of a potential issue related to the manual control of the vehicle lighting following a notification from the quality department of the production plant in June 2019 during tests on random sample vehicles before dispatching from the plant.

In late June, the analysis revealed that an incorrect software version had been used. Daimler AG conducted further analysis until late July to understand under what circumstances the vehicle lighting system could be affected by the installed software version and if so, what the impact of the using the software version would be on the lighting system. Daimler AG’s testing eventually found that by moving the manual lighting switch in the vehicle quickly ($\leq .5$ seconds), the brightness of the taillights is affected; however, the condition does not occur if the switch is moved more slowly. Within this analysis, Daimler AG looked into the detailed software

parameters of the software identified as being affected and conducted a differentiation analysis to pre-ceding or subsequent software versions.

On August 6, 2019, based on the preceding analysis and evaluation Daimler AG determined that a safety risk could not be ruled out and decided to initiate a recall campaign.

To date Daimler AG is not aware of any complaints concerning this matter from the field.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz or Freightliner Sprinter dealer will update the software coding on the control unit "body controller".

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 : An authorized Mercedes-Benz or Freightliner Sprinter dealer will update the software coding on the control unit "body controller."

Identify How/When Recall Condition was Corrected in Production : The software coding on the body controller control unit was updated in June 2019.

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 approx. in September 2019. A copy of all communications will be provided when available.

Planned Dealer Notification Date : SEP 13, 2019 - SEP 13, 2019

Planned Owner Notification Date : SEP 20, 2019 - SEP 20, 2019

* NR - Not Reported