

Part 573 Safety Recall Report

19V-665

Manufacturer Name : Daimler Vans USA, LLC**Submission Date :** SEP 18, 2019**NHTSA Recall No. :** 19V-665**Manufacturer Recall No. :** VS3HAUBOSS**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 : 52,004

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2018-2019 Mercedes-Benz Sprinter

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : VAN

Power Train : DIESEL

Descriptive Information : The recall population includes all vehicles produced before the implementation of upgraded production procedures. Vehicles outside the recall population were produced after the upgraded procedures were put into place or vehicles that were manually checked at the production facility prior to release.

Production Dates : DEC 17, 2017 - JUN 12, 2019

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 2 : 2018-2019 Freightliner Sprinter

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : VAN

Power Train : DIESEL

Descriptive Information : The recall population includes all vehicles produced before the implementation of upgraded production procedures. Vehicles outside the recall population were produced after the upgraded procedures were put into place or vehicles that were manually checked at the production facility prior to release.

Production Dates : DEC 17, 2017 - JUN 12, 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, the screw connection on the upper hood catch of certain Mercedes-Benz/Freightliner Sprinter vehicles (VS30; Platforms 907 & 910) may not have been carried out according to specification. Depending on vehicle speed, wind resistance, aerodynamic drag and factors such as vehicle loading and road conditions, the hood could open while the vehicle is being operated.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the hood were to open while driving, it could impact the driver's field of vision, thereby increasing the risk of a crash.

Description of the Cause : NR

Identification of Any Warning
that can Occur : NR

Supplier Identification :**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

Chronology :

Daimler AG became aware of this issue through two field complaints received in May/June 2019.

The screw connection in the hood is carried out with an EC screw driver, which documents torque values. According to internal quality processes, the torque values are monitored during production of each vehicle for a defined period to confirm their accuracy. During the monitoring period, an additional manual check is carried out to ensure the torque is within specification. In June 2019, DAG found that the results of the manual check were not consistently documented. However, for those vehicles where there was appropriate documentation, the torque values were all within specification. The production procedures were upgraded to ensure a secondary manual check of the torque values of the hood screws.

The investigation also revealed that for the two vehicles which reported the subject issue in the field, the additional manual check was not documented. Moreover, the production documentation for both vehicles indicated they underwent re-working in the hood area prior to release from the production facility. This data suggested that the two vehicles were isolated incidents only, however, through Summer 2019, DAG continued to evaluate the factors that could cause the hood to open, if at all, under varying hood screw torque values.

On September 11, 2019, based on the preceding analysis and evaluation DAG determined that a safety risk cannot be ruled out and decided to initiate a recall campaign.

Daimler AG is not aware of any accidents or injuries related to the condition.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz or Freightliner Sprinter dealer will check and if necessary tighten the torque of the screw connection. Any missing screws will be replaced 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 : Once remedied, the hood will include all required screws that are torqued to specification.

Identify How/When Recall Condition was Corrected in Production : For vehicles produced beginning in June 2019, the screw connection of the hood catch is carried out according to the upgraded process. In addition, the presence of the screws and torque values for all vehicles which remained within DAG's production facilities and vehicle preparation centers at the time of the upgraded procedure were manually rechecked before they left DAG's control.

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 30, 2019 - SEP 30, 2019

Planned Owner Notification Date : NOV 01, 2019 - NOV 01, 2019

* NR - Not Reported