

# Part 573 Safety Recall Report

# 19V-666

**Manufacturer Name :** Daimler Vans USA, LLC**Submission Date :** OCT 07, 2019**NHTSA Recall No. :** 19V-666**Manufacturer Recall No. :** VS2KOPFSTU**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 :** 29  
**Estimated percentage with defect :** 100 %

**Vehicle Information :**

**Vehicle 1 :** 2019-2019 Mercedes-Benz Metris  
**Vehicle Type :** LIGHT VEHICLES  
**Body Style :** VAN  
**Power Train :** GAS

**Descriptive Information :** DAG was made aware of this issue by the supplier in June 2019.

After identifying a documentation error and analyzing the production information, the affected population could be determined as the Metris (VS20, Platform 447) produced from January 31, 2019 and May 1, 2019.

**Production Dates :** JAN 31, 2019 - MAY 01, 2019**VIN Range 1 : Begin :** NR **End :** NR Not sequential**Description of Defect :**

**Description of the Defect :** Daimler AG ("DAG") has determined that the head restraint of the seat or seat bank on certain Mercedes-Benz Metris (VS20, Platform 447) vehicles may have been fitted without the spring pin or with a spring pin which was mounted outside specification.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** The incorrectly mounted or missing spring pins could allow the upholstery carrier to come loose from the head restraint housing and could increase the risk of an injury in the event of a crash.

**Description of the Cause :** NR

Identification of Any Warning NR  
that can Occur :

## Supplier Identification :

### Component Manufacturer

Name : Grammer Automotive Espanola S.A.  
Address : Avda. Hostal Nou,19-21  
Pol. Ind. Sant Pere Molanta Barcelona FOREIGN STATES 08799  
Country : Spain

## Chronology :

In June 2019, the production plant's quality department was notified by the supplier that spring pins for the upholstery carrier of the head restraint may be mounted outside specification or be missing altogether.

In order to evaluate the impact of a missing spring pin or one installed outside of DAG's specifications, DAG conducted detailed analysis.

The analysis indicated that the loosening or missing spring pins could affect the force application or lead to vibrations in the head rest. In the worst case and over time, as the pins loosen, the condition could lead to the separation of the upholstery carrier from the head restraint housing.

On September 11, 2019, DAG determined that a potential safety risk cannot be ruled out and decided to initiate a recall campaign.

To date, DAG is not aware of any complaints from the field regarding this matter.

## Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer will replace the head restraints in the potentially affected vehicles.

How Remedy Component Differs from Recalled Component : The head restraints will be replaced with units that contain a correctly mounted spring pin.

Identify How/When Recall Condition was Corrected in Production : In June 2019, and upon becoming aware of the issue from the supplier, all vehicles were produced with appropriate spring pins in the head restraint.

**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 October 2019. A copy of all communications will be provided when available.

Planned Dealer Notification Date : OCT 01, 2019 - OCT 01, 2019

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

\* NR - Not Reported