



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

1200 New Jersey Avenue SE  
Washington, DC 20590

April 2, 2020

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

NEF-150MR  
20V-180

**Subject:** Incorrect Information in Operator's Manual

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:**

FREIGHTLINER/SPRINTER 1500/2019  
FREIGHTLINER/SPRINTER 2500/2019  
FREIGHTLINER/SPRINTER 3500/2019  
FREIGHTLINER/SPRINTER 4500/2019  
MERCEDES BENZ/SPRINTER (VS30)/2019  
MERCEDES-BENZ/SPRINTER 1500/2019  
MERCEDES-BENZ/SPRINTER 2500/2019  
MERCEDES-BENZ/SPRINTER 3500/2019  
MERCEDES-BENZ/SPRINTER 4500/2019

**Mfr's Report Date:** March 26, 2020

**NHTSA Campaign Number:** 20V-180

**Components:**

EQUIPMENT:OTHER:OWNERS/SERVICE/OTHER MANUAL

**Potential Number of Units Affected:** 52,127

**Problem Description:**

Daimler Vans USA, LLC (DVUSA) is recalling certain 2019 Freightliner Sprinter and Mercedes-Benz Sprinter vehicles. The Operator's Manual may not contain the correct information about how the automatic parking function ("Auto-P") operates.

**Consequence:**

If the driver relies on the Auto-P function as described in the Operator's Manual, vehicle rollaway or movement may occur, increasing the risk of a crash.

**Remedy:**

DVUSA will notify owners, and Mercedes-Benz or Freightliner Sprinter dealers will provide the correct description of the Auto-P function for the Operator's Manual, free of charge. The recall is expected to begin May 8, 2020. Owners may contact DVUSA customer service at 1-877-762-8267. DVUSA's number for this recall is VS3BAUTOP.

**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 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