



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

1200 New Jersey Avenue SE
Washington, DC 20590

December 23, 2020

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

NEF-150MR
20V-772

Subject: Engine Hood Improperly Installed

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/SPRINTER 2500/2019

Mfr's Report Date: December 11, 2020

NHTSA Campaign Number: 20V-772

Components:

STRUCTURE:BODY:HOOD

Potential Number of Units Affected: 1

Problem Description:

Daimler Vans USA, LLC (DVUSA) is recalling one 2019 Mercedes-Benz Sprinter 2500 vehicle. The engine hood may not have been installed properly.

Consequence:

In the event of a crash, the hood could make contact with the windshield, entering the passenger compartment and increasing the risk of an injury.

Remedy:

DVUSA will notify the owner, and a dealer will replace the engine hood, free of charge. The recall is expected to begin January 18, 2021. Owners may contact DVUSA customer service at 1-877-762-8267. DVUSA's number for this recall is VS3SCHAUBE.

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.

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.

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. We look forward to working with you.

Sincerely,



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