

Part 573 Safety Recall Report

20V-180

Manufacturer Name : Daimler Vans USA, LLC

Submission Date : MAR 25, 2020

NHTSA Recall No. : 20V-180

Manufacturer Recall No. : VS3BAUTOP



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 : 52,127

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2019 Freightliner Sprinter

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : VAN

Power Train : DIESEL

Descriptive Information : Based on the analysis of the production information, the affected population was determined to be Sprinter (VS30, Platform 907) produced from May 16, 2018 to March 22, 2020. Vehicles outside of the scope of the population did receive the correct version of the Operator's Manual.

Production Dates : MAY 16, 2018 - MAR 22, 2020

VIN Range 1 : Begin : NR **End :** NR

Not sequential

Vehicle 2 : 2019-2019 Mercedes-Benz Sprinter

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : VAN

Power Train : DIESEL

Descriptive Information : Based on the analysis of the production information, the affected population was determined to be Sprinter (VS30, Platform 907) produced from May 16, 2018 to March 22, 2020. Vehicles outside of the scope of the population did receive the correct version of the Operator's Manual.

Production Dates : MAY 16, 2018 - MAR 22, 2020

VIN Range 1 : Begin : NR **End :** NR

Not sequential

Description of Defect :

Description of the Defect : Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz and Freightliner vans, has determined that the Operator's Manual for certain Sprinter vehicles [platform 907 (VS30)] with automatic transmission does not correctly specify certain conditions under which the automatic parking function ("Auto-P") operates.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The Operator's Manual describes certain functions which would automatically engage the park position "P" if (1) the driver opens the seat belt buckle or (2) the driver leaves the seat when the vehicle is stationary or driving at very low speed. However, this functionality is not available in the affected Sprinter vehicles.

If a customer were to rely on the Auto-P function as described in the Operator's Manual, the possibility of vehicle rollaway or movement cannot be ruled out which could increase the risk of a crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

In late November 2019, MBUSA reviewed a complaint from a delivery fleet customer in the US market. The complaint indicated that the automatic parking function (Auto-P) was not functioning consistently as described in the Operator's Manual.

In December 2019, MBAG launched an investigation to analyze the report from the US market. The investigation included an assessment of the fleet customer's report about the manner in which Auto-P was operating in some of its vehicles compared to the described functionality of the feature in the operating manual. MBAG closely reviewed the specific operating parameters for Auto-P when the driver's seat belt buckle was unlatched or the occupant left the driver's seat. Vehicles which remained at the plant were provided with an updated Owner's Manual supplement and MBAG's assessment continued.

MBAG also considered whether by relying on the description of Auto-P conditions in the Owner's Manual, the operator may assume that Auto-P would engage if the vehicle is stopped or moving at a low speed and the driver unbuckles the seatbelt and exits the vehicle, but not through the driver's side door. MBAG reviewed the application of the Auto-P function and understood that it was used primarily in delivery van type vehicles where there was some potential for the driver to rely upon Auto-P in the circumstances described in the Owner's Manual.

On March 18, 2020, MBAG determined that a safety risk could not be ruled out and decided to initiate a recall campaign.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz or Freightliner Sprinter dealer will supplement the Operator's Manual with a correct description of the Auto-P function, which is already in the vehicle.

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 vehicle's New Vehicle Limited Warranty.

How Remedy Component Differs from Recalled Component : An authorized Mercedes-Benz or Freightliner Sprinter dealer will supplement the correct description of the Auto-P function to the Owner's Manual.

Identify How/When Recall Condition was Corrected in Production : Revisions to the Owner's Manual were made in December 2019 as part of the introduction of the new model year vehicle.

Recall Schedule :

Description of Recall Schedule : Owners will be notified approximately one week after the recall launches to dealers. Dealers will be notified of the pending voluntary recall campaign approx. in April 2020. A copy of all communications will be provided when available.

Planned Dealer Notification Date : MAY 01, 2020 - MAY 01, 2020

Planned Owner Notification Date : MAY 08, 2020 - MAY 08, 2020

* NR - Not Reported