

# Part 573 Safety Recall Report

# 20V-663

**Manufacturer Name :** Daimler Vans USA, LLC**Submission Date :** NOV 04, 2020**NHTSA Recall No. :** 20V-663**Manufacturer Recall No. :** NV3LETULPE**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 : 47,667

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2015-2020 MERCEDES BENZ SPRINTER

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : VAN

Power Train : NR

**Descriptive Information :** Based on the analysis of the production information, the affected population was determined to be certain Sprinter vehicles produced from November 13, 2015 to October 28, 2020 in the US production plant in Charleston. Vehicles produced at the Charleston facility after October 28, 2020 are subject to enhanced workstation instructions and enhanced multi station four-eye quality checks concerning the attachment of the power steering hose connections.

The population also includes NCV3 Sprinter vehicles (Platform 906) from August 10, 2015 to the end of production (EOP) in October 2018 produced in plants outside the United States.

Based on MBAG's analysis of reported power steering hose detachments, all of the assessed failures occurred within approximately 29 months of the vehicle being operated. In order to capture all of the potentially affected vehicles in the recall scope, the population is broader and includes all vehicles from 32 months of October 1, 2020 from the point of initial vehicle registration or, from 35 months from October 1, 2020 from the date of vehicle production for vehicles where MBAG's systems do not indicate that the vehicle has yet been registered to account for a potential time gap between date of production and the date when the vehicle entered service.

Not all vehicles within the recall scope are expected to experience the condition. Vehicles with electric power steering are not affected by the condition.

Production Dates : AUG 10, 2015 - OCT 28, 2020

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2015-2020 FREIGHTLINER SPRINTER

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : VAN

Power Train : NR

**Descriptive Information :** Based on the analysis of the production information, the affected population was determined to be certain Sprinter vehicles produced from November 13, 2015 to October 28, 2020 at the US production plant in Charleston. Vehicles produced at the Charleston facility after October 28, 2020 are subject to enhanced workstation instructions and enhanced multi station four-eyes quality checks concerning the attachment of the power steering hose connections.

The population also includes NCV3 Sprinter vehicles (Platform 906) from August 10, 2015 to the end of production (EOP) in October 2018 produced in plants outside the United States.

Based on MBAG's analysis of reported power steering hose detachments, all of the assessed failures occurred within approximately 29 months of the vehicle being operated. In order to capture all of the potentially affected vehicles in the recall scope, the population more broad and includes all vehicles from 32 months of October 1, 2020 from the point of initial vehicle registration or, from 35 months from October 1, 2020 from the date of vehicle production for vehicles where MBAG's systems do not indicate that the vehicle has yet been registered to account for a potential time gap between date of production and the date when the vehicle entered service.

Not all vehicles within the recall scope are expected to experience the condition. Vehicles with electric power steering assist are not affected by the condition.

Production Dates : AUG 10, 2015 - OCT 28, 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 on certain Mercedes-Benz and Freightliner Sprinter vehicles from the 907 platform (VS30) and 906 (NCV3) platforms, the hydraulic power steering return line hoses may detach at their connection points under certain operating conditions and may cause hydraulic fluid to leak, resulting in the loss of power steering assist.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** If the hydraulic power steering hose detaches, the driver maintains manual steering functionality, but increased steering effort is likely needed, particularly at low speeds. Sudden loss of power steering assist as well as the loss of hydraulic steering fluid onto the roadway surface may increase the

risk of a crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : The customer may notice a gradual increase in required steering effort and sound from the power steering pump as the hydraulic fluid is leaking.

## Involved Components :

Component Name 1 : CLAMP

Component Description : SPRING TYPE CLAMP ON CONNECTIONS TO POWER STEERING FLUID COOLER

Component Part Number : A0009956505`

Component Name 2 : CLAMP

Component Description : SCREW CLAMP ON CONNECTION POINT TO POWER STEERING FLUID RESERVOIR

Component Part Number : N000000000948

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

PLEASE SEE ATTACHED

## Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz or Freightliner Sprinter dealer will check the return line connections of the power steering system and if needed, install the respective replacement clamp.

How Remedy Component Differs from Recalled Component :

An authorized Mercedes-Benz or Freightliner Sprinter dealer will check the return line connections of the power steering system and install the respective replacement clamp at the connection point if needed.

Identify How/When Recall Condition was Corrected in Production :

The series manufacturing of NCV3 Sprinter vehicles has ended in 2018 with MY2018.

For the current VS30 Sprinter platform, the US production plant Charleston, SC, has introduced reviewed and optimized multi-step instructions for the concerned work and corresponding quality-check stations. Moreover, the plant has introduced two additional check stations in the week of October 26, 2020. There are now a total of three quality check stations at which separate persons execute and document each check of the power steering hose connections.

## Recall Schedule :

Description of Recall Schedule :

Dealers will be notified of the pending voluntary recall campaign approx. in November 2020. A copy of all communications will be provided when available.

Planned Dealer Notification Date :

NOV 16, 2020 - NOV 16, 2020

Planned Owner Notification Date :

NOV 23, 2020 - NOV 23, 2020

\* NR - Not Reported