



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

1200 New Jersey Avenue SE  
Washington, DC 20590

February 11, 2021

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

NEF-150MR  
21V-055

**Subject:** eCall Software Malfunction

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/METRIS/2016-2020  
MERCEDES-BENZ/SPRINTER 1500/2019-2020  
MERCEDES-BENZ/SPRINTER 2500/2019-2020  
MERCEDES-BENZ/SPRINTER 3500/2019-2020  
MERCEDES-BENZ/SPRINTER 4500/2019-2020

**Mfr's Report Date:** February 5, 2021

**NHTSA Campaign Number:** 21V-055

**Components:**

ELECTRICAL SYSTEM:SOFTWARE

**Potential Number of Units Affected:** 84,345

**Problem Description:**

Daimler Vans USA, LLC (DVUSA) is recalling certain 2016-2020 Mercedes-Benz Metris and 2019-2020 Mercedes-Benz Sprinter vehicles. The software design of the communication module may fail to communicate the correct vehicle location for the emergency call system (eCall) in the event of a crash.

**Consequence:**

Failure of the eCall system may result in emergency responders being dispatched to the wrong location, increasing the risk of injury following a crash.

**Remedy:**

DVUSA will notify owners, and dealers will update the software communication module for the automatic emergency call system, free of charge. The recall is expected to begin April 6, 2021. Owners may contact DVUSA customer service at 1-877-762-8267. DVUSA's number for this recall is VSXHERMPOS.

**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,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement