



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

1200 New Jersey Avenue SE
Washington, DC 20590

February 23, 2021

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

NEF-150MR
21V-077

Subject: Rearview Camera Obscured or Delayed/FMVSS 111

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 1500/2019-2020
FREIGHTLINER/SPRINTER 2500/2019-2020
FREIGHTLINER/SPRINTER 3500/2019-2020
FREIGHTLINER/SPRINTER 4500/2019-2020
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 17, 2021

NHTSA Campaign Number: 21V-077

Components:

BACK OVER PREVENTION: SENSING SYSTEM: CAMERA

Potential Number of Units Affected: 198

Problem Description:

Daimler Vans USA, LLC (DVUSA) is recalling certain 2019-2020 Mercedes Benz Sprinter and Freightliner Sprinter vehicles equipped with the multimedia system "Connect 5" and a rearview camera. The rearview image may not display within 2 seconds from the start of the backing event. In addition, the rearview image may be obscured or covered by the visual display of the Emergency Call (eCall) pop-up window if the eCall system is activated while the reverse gear is engaged. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 111, "Rear Visibility."

Consequence:

A delayed or obstructed rearview camera display can reduce the driver's view of what is behind the vehicle, increasing the risk of a crash.

Remedy:

DVUSA will notify owners, and dealers will perform a software update on the vehicles, free of charge. The recall is expected to

begin March 22, 2021. Owners may contact DVUSA customer service at 1-877-762-8267. DVUSA's number for this recall is VS3RUECON.

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 (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

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,



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