

Part 573 Safety Recall Report

21V-055

Manufacturer Name : Daimler Vans USA, LLC**Submission Date :** FEB 05, 2021**NHTSA Recall No. :** 21V-055**Manufacturer Recall No. :** VSXHERMPOS**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 : 84,345

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2016-2020 MERCEDES BENZ Metris

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined through production records.

Vehicles outside of the recall population do have communication module software according to current production specifications.

Production Dates : JAN 04, 2012 - JAN 01, 2021

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2019-2020 MERCEDES BENZ SPRINTER

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined through production records.

Vehicles outside of the recall population do have communication module software according to current production specifications.

Production Dates : OCT 01, 2018 - JAN 01, 2021

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 vehicles, has determined that on certain on certain Model Year ("MY") 2016 – 2021 Metris and Sprinter vehicles (447, 907 platform), the software design of the communication module may fail to communicate the correct vehicle's location for the emergency call system ("eCall") in the event of a crash.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If there is a drop of the power supply to the communications module during a crash, the automatic eCall system may register the location of the vehicle's last ignition cycle rather than its location at the time the eCall system is activated. Emergency responders may be dispatched to an inaccurate vehicle location increasing the risk of injury following a crash.

Nevertheless, the other functions of the automatic and manual emergency call function are not affected by this issue.

Description of the Cause : NR

Identification of Any Warning that can Occur : The customer will not receive an advance warning due to the nature of the failure mechanism.

Harman Becker Automotive Systems GmbH
Holland faszor 19.
Székesfehérvár, H-8000 Ungarn

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Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : Harman Becker Automotive Systems GmbH

Address : Holland fasor 19.

Szekesfehervar, H-8000 Ungarn Foreign States

Country : Germany

Chronology :

please see attached document

Description of Remedy :

Description of Remedy Program : As a precautionary measure MBAG will update the software of the communication module for the automatic emergency call system on the affected vehicles.

All customers will receive official recall notification letters. For vehicles that are subscribed to the Mercedes Me/Mercedes Pro service, this software update will be performed over-the-air and with no workshop visit required.

For vehicles that are not subscribed to the Mercedes Me/ Mercedes Pro service, the notification letter will advise the customer that he/she may opt out of the over-the-air update and visit an authorized workshop to have the update performed. If the customer does not opt out within the specified period, the update will be sent to the vehicle thereafter.

Depending on conditions such as network coverage and steadiness of the data connection, if the over-the-air update cannot be successfully completed, the customer will be separately notified and advised to visit the workshop to have the updated performed. Customers that subscribe to the Mercedes Me / Mercedes Pro service can check the status of the update through the associated website and/or through the Mercedes Me/ Mercedes Pro app.

The current status of the remote software update is listed on the Mercedes me/ Mercedes Pro connect webpage under "Software Update". Further information regarding software updates can be found in the user manual.

How Remedy Component Differs from Recalled Component : Software with improved function

Identify How/When Recall Condition was Corrected in Production : An updated software in the production ensures that this issue can no longer occur from Jan 21, 2021 onwards.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on February 12, 2021. A copy of all communications will be provided when available. Owners will be notified of the voluntary recall campaign approximately one week after launch to the dealers on April 6, 2021.

Planned Dealer Notification Date : FEB 12, 2021 - FEB 12, 2021

Planned Owner Notification Date : APR 06, 2021 - APR 06, 2021

* NR - Not Reported