

Part 573 Safety Recall Report

21V-360

Manufacturer Name : Daimler Vans USA, LLC

Submission Date : MAY 17, 2021

NHTSA Recall No. : 21V-360

Manufacturer Recall No. : VS3HOLAPLI



Manufacturer Information :

Population :

Manufacturer Name : Daimler Vans USA, LLC

Number of potentially involved : 168

Address : One Mercedes-Benz Drive
Sandy Springs GA 30328

Estimated percentage with defect : 100 %

Company phone : 854-888-3374

Vehicle Information :

Vehicle 1 : 2019-2019 MERCEDES BENZ Sprinter

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : VAN

Power Train : NR

Descriptive Information : Based on the analysis of the control unit ESP Hardware and Software parameters in the Vehicle Documentation System, the affected population was determined to be VS30 Sprinter vehicles (Platform 907) from April 12, 2018 to August 29, 2018 produced in the German plant Ludwigsfelde.

All the vehicles within the recall scope are expected to have the non-customized version of the ESP software installed.

Production Dates : APR 12, 2018 - AUG 29, 2018

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 Vans, has determined that on certain Mercedes-Benz vehicles from platform 907 (VS30) with the upfit option for campers, the ESP Software was not customized for upfitted vehicles with a higher center of gravity.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Depending on the vehicle's individual specifications after the camper upfit (e. g. center of gravity), the risk of a crash could increase during highly dynamic driving maneuvers without the specified version of the ESP software.

Description of the Cause : NR

Identification of Any Warning : Due to the nature of the failure mechanism, the customer does not receive any that can Occur : advance warning.

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 :

MBAG began production of its next generation of Sprinter, the VS30 platform, in Spring 2018. Beginning in August 2018, vehicles that included a camper upfit option received customized ESP software to account for the higher Center of Gravity associated with these vehicles.

In January 2021, the MBAG development department began to undertake a review of current and prior vehicle production with a focus on optimizing vehicle quality and production processes.

As part of this review, MBAG analyzed the ESP control unit hardware and the associated software versions with the related parameters. During this analysis, in March 2021, MBAG identified a discrepancy where certain early production VS30 Sprinters with the camper upfit option appeared to not have been equipped with the ESP software customized for these vehicles.

MBAG commenced a broader investigation of the issue in April 2021, and found that the affected vehicles were all produced with a camper upfit option and these vehicles did not receive the customized ESP software version but instead received the standard ESP software application. While the ESP software installed on these vehicles meets the requirements of the FMVSS, the customized ESP software was found to respond better to extreme driving maneuvers such as sudden and quick lane changes in upfitted vehicles with a higher Center of Gravity, such as campers.

On May 10, MBAG decided that a potential safety risk cannot be ruled out during certain types of driving maneuvers and a recall was decided. MBAG is not aware of any reports of a crash potentially associated with this condition.

Description of Remedy :

Description of Remedy Program :	An authorized Mercedes-Benz Sprinter dealer will update the software version of the corresponded control unit.
How Remedy Component Differs from Recalled Component :	An authorized Mercedes-Benz dealer will update the software version of the corresponded control unit.
Identify How/When Recall Condition was Corrected in Production :	In August 2018, a few months after the start of production for the VS30 platform, vehicles that were ordered with a certain order code (indicating customer's intent to perform a camper upfit) would automatically receive a more customized ESP software to account for a potentially higher Center of Gravity associated with these vehicles.

Recall Schedule :

Description of Recall Schedule :	Dealers will be notified of the pending voluntary recall campaign approx. in June 2021. A copy of all communications will be provided when available. Owners will be notified approximately one week after the recall launches to dealers.
Planned Dealer Notification Date :	JUN 14, 2021 - JUN 14, 2021
Planned Owner Notification Date :	JUN 21, 2021 - JUN 21, 2021

* NR - Not Reported