

Part 573 Safety Recall Report

21V-411

Manufacturer Name : Daimler Vans USA, LLC**Submission Date :** JUN 02, 2021**NHTSA Recall No. :** 21V-411**Manufacturer Recall No. :** VS3UXPOBOX**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 : 33,437

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2021 MERCEDES BENZ Sprinter

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Based on the analysis of the production information, the affected population was determined to be certain Sprinter vehicles (platform 907) that were produced with the affected software from February 5, 2018 to March 31, 2021. Vehicles outside this scope were produced with a correct software.

Production Dates : FEB 05, 2018 - MAR 31, 2021

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2019-2021 FREIGHTLINER SPRINTER

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Based on the analysis of the production information, the affected population was determined to be certain Sprinter vehicles (platform 907) that were produced with the affected software from February 5, 2018 to March 31, 2021. Vehicles outside this scope were produced with a correct software.

Production Dates : FEB 05, 2018 - MAR 31, 2021

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Noncompliance :**

Description of the Noncompliance : Mercedes-Benz AG (MBAG), the manufacturer of Mercedes-Benz and Freightliner vans, has determined that the software of the MBUX multimedia system might not meet specifications.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Under very specific conditions, the MBUX multimedia system might not start and the display might remain black, or could reboot unintentionally after 50 seconds of initial startup. Accordingly, the rearview camera image might not be displayed or the display might be interrupted which could increase a risk of a crash or injury.

Description of the Cause : NR

Identification of Any Warning that can Occur : If this issue occurs, the customer might notice that the rear view camera image is not available.

Involved Components :

Component Name 1 : MBUX MULTIMEDIA SYSTEM

Component Description : SOFTWARE

Component Part Number : A2479042200

Component Name 2 : MBUX MULTIMEDIA SYSTEM

Component Description : SOFTWARE

Component Part Number : A2479041900

Component Name 3 : MBUX MULTIMEDIA SYSTEM

Component Description : SOFTWARE

Component Part Number : A1679048900

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

Please see attached document

Description of Remedy :

Description of Remedy Program : Either an authorized Mercedes-Benz dealer or an over-the-air (“OTA”) update will update the software of the MBUX system on the affected vehicles.

All customers will be mailed recall notification letters as required under federal regulations. For vehicles with a “Mercedes Me” subscription service, the software update will be performed OTA and so a dealer visit is not required.

For vehicles without a Mercedes Me subscription service, the notification letter will advise the customer that they may opt out of the OTA update and visit an authorized Mercedes-Benz dealer to have the update performed. If the customer does not opt out within the specified period, the update will be performed OTA with the vehicle thereafter.

Depending on conditions such as network coverage and consistency of the data connection, if the OTA update cannot be successfully completed, the customer will be notified and advised to visit an authorized dealer to have the update performed. Customers who subscribe to the Mercedes Me service may check the status of the update through the associated website and/or through the Mercedes Me App.

If the vehicle is subscribed to the Mercedes Me Connect services, the current status of the remote software update will be listed on the Mercedes Me connect webpage under "Software Update".

Further information regarding software updates can be found in the Operator’s Manual.

How Remedy Component Differs from Recalled Component : Software of the MBUX multimedia system according to specifications.

Remedy Software
A2479042200
A2479041900
A1679048900
Further information about the part are available in an additional file.

Identify How/When Recall Condition was Corrected in Production : A change in the software of the MBUX multimedia system ensures that this issue can no longer occur from March 31, 2021 onwards.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign approx. in July 2021. A copy of all communications will be provided when available. Owner will be notified approximately one week after the recall launches to dealer.

Planned Dealer Notification Date : JUL 06, 2021 - JUL 06, 2021

Planned Owner Notification Date : JUL 12, 2021 - JUL 12, 2021

* NR - Not Reported