

# Part 573 Safety Recall Report

# 21V-972

**Manufacturer Name :** Daimler Vans USA, LLC**Submission Date :** JAN 25, 2022**NHTSA Recall No. :** 21V-972**Manufacturer Recall No. :** VS3PA27 ERI/ERO**Manufacturer Information :**

Manufacturer Name : Daimler Vans USA, LLC

Address : One Mercedes-Benz Drive  
Sandy Springs GA 30328

Company phone : 8777628267

**Population :**

Number of potentially involved : 48,400

Estimated percentage with defect : 1 %

**Vehicle Information :**

Vehicle 1 : 2019-2020 FREIGHTLINER SPRINTER

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :** Based on field data analysis, the affected vehicle population was determined to be Sprinter (VS30, Platform 907) vehicles produced between June 05, 2018 and November 30, 2020 with (i) a manual parking brake; and (ii) a 7-speed automatic transmission that was manufactured between May 1, 2018 and October 31, 2019 in the Hedelfingen transmission plant in Germany.

Production Dates : JUN 05, 2018 - NOV 30, 2020

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 :** Based on field data analysis, the affected vehicle population was determined to be Sprinter (VS30, Platform 907) vehicles produced between June 05, 2018 and November 30, 2020 with (i) a manual parking brake; and (ii) a 7-speed automatic transmission that was manufactured between May 1, 2018 and October 31, 2019 in the Hedelfingen transmission plant in Germany.

Production Dates : JUN 05, 2018 - NOV 30, 2020

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

## Description of Defect :

Description of the Defect : The defect is a rare and temporary park lock system error that could increase the risk of a vehicle rollaway, but only in the specific circumstance that the driver does not follow the proper, prescribed steps for safe parking (emphasized in the operator's manual) and instead exits the driver's seat without setting the parking brake. .

Mercedes-Benz AG, the manufacturer of Mercedes-Benz and Freightliner vans (hereinafter "MBAG" or "Mercedes-Benz"), became aware of customer complaints (primarily from certain package delivery services in the USA) claiming a van had "rolled away" after the driver had selected gear position "P" (Park) and P was displayed in the instrument cluster.

During extensive testing, MBAG observed a rare and temporary park lock function error on a small number of vehicles. Yet despite Mercedes-Benz's intensive investigation, multifaceted testing, analyses, and evaluation, no clear and specific technical root cause for the rare phenomenon has yet been identified and confirmed.

MBAG has now identified a separate factor which may contribute to the rare occurrence of a park lock function error or enhance the related rollaway risk: the "Park Lock Support" ("PLS") function. PLS is an independent function that applies continued brake pressure after the vehicle is stopped and the gear selector is placed in "P." PLS is programmed in the ESP control unit and is not part of the gearbox or transmission.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the driver does not properly secure the vehicle in accordance with parking instructions in the operator's manual (including essential setting of the parking brake), then in certain circumstances it is possible that the vehicle could roll from its parked position and therefore increase the risk of an accident.

If the driver is in the driver's seat when the vehicle begins to roll, the vehicle can be immediately brought to a standstill by applying the service brake

Description of the Cause : NR

Identification of Any Warning that can Occur : Due to the nature of the defect, a customer would not be warned.

## Involved Components :

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Component Name 1 : ESP Control Unit Software

Component Description : ESP Control Unit Software

Component Part Number : TBD

**Supplier Identification :**

**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

**Chronology :**

Please see document attached.

## Description of Remedy :

**Description of Remedy Program :** An authorized Mercedes-Benz or Freightliner Sprinter dealer will update the ESP control unit with a revised parameter set on the affected vans.

Mercedes-Benz or Freightliner customers affected by this measure will be informed of the recall and the necessary next steps in writing and will receive advance notice through an interim customer notification . For a small minority of vehicle variants where this is not technically feasible, the customer will receive an interim notice until a remedy is available.

Pursuant to 49 C.F.R. § 577.11(e), Daimler Vans does not plan to provide notice about pre-notice reimbursement to owners because all involved vehicles are covered under a new vehicle warranty.

The percentage of the population that actually contains the defect is unknown. MBAG's investigation is continuing, and currently available data and information are not sufficient to allow an accurate calculation of that percentage. Based on its testing and investigation to date, MBAG's best current estimate is that the percentage of the population affected by the park lock system error is one percent or less.

However, all of the approximately 48,400 Sprinter vans with potentially affected MY 2019 automatic transmissions and manual parking brake are included in this defect notice and will be subject to recall.

**How Remedy Component Differs from Recalled Component :** Code O1K will be documented in eligible vehicles' data card and the ESP control unit will receive a revised parameter set. Those revised parameters will deactivate the PLS function.

**Identify How/When Recall Condition was Corrected in Production :** Root cause determination is still ongoing. However, current field data analysis supports a finding that the defect ceased to exist after October 2019.

## Recall Schedule :

**Description of Recall Schedule :** Dealers will be notified of the pending voluntary recall campaign approximately in January 2022. Copies of relevant communications will be provided to NHTSA when available. Owners will be notified approximately one week after the recall launches to dealers.

**Planned Dealer Notification Date :** JAN 24, 2022 - JAN 24, 2022

**Planned Owner Notification Date :** JAN 31, 2022 - JAN 31, 2022

\* NR - Not Reported