



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

February 28, 2022

Mr. Anthony Washington  
Department Manager  
Daimler Vans USA, LLC  
8501 Palmetto Commerce Pkwy  
Ladson, SC 29456

**1200 New Jersey Avenue SE  
Washington, DC 20590**

NEF-107MR  
22V-099

**Subject:** Defective Memory Chip May Freeze Rearview Image

Dear Mr. Washington:

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:**

MERCEDES-BENZ/METRIS/2015-2018

**Mfr's Report Date:** February 22, 2022

**NHTSA Campaign Number:** 22V-099

**Components:**

BACK OVER PREVENTION: SENSING SYSTEM: CAMERA

**Potential Number of Units Affected:** 17,093

**Problem Description:**

Daimler Vans USA, LLC (DVUSA) is recalling certain 2015-2018 Mercedes-Benz Metris vehicles. A defective memory chip in the rearview camera may cause the display image to freeze.

**Consequence:**

A frozen rearview image does not show the live view of what is currently behind the vehicle, increasing the risk of a crash.

**Remedy:**

As an interim repair, dealers will update the rearview camera software, free of charge. Interim owner notification letters informing owners of the safety risk and interim repair are expected to be mailed March 21, 2022. Once remedy parts become available, dealers will replace the rearview camera, free of charge. Owners may contact DVUSA customer service at 1-877-762-8267. DVUSA's number for this recall is VS2RU54KAM.

**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.nhtsa.gov](http://www.nhtsa.gov).

**Please ensure the following requirements are met:**

Per the requirements of 573.6(c)(2)(iv), please provide the supplier name, contact information, address and country of origin (if known) for the rearview camera. If your company manufactured the component itself, then please state so in 573.

**AMENDED 573 REQUIRED.**

As required in Part 573.6, please amend the chronology to provide a summary of all warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries), with their dates of receipt. If claim count exceeds 10 claims, please provide the total number of claims, and a receipt date range for those claims.

**AMENDED 573 REQUIRED.**

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).

As stated in Part 573.7, submission of the first of eight 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.

Daimler Vans USA, LLC's contact for this recall will be Michelle Rice who may be reached by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



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