



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

1200 New Jersey Avenue SE
Washington, DC 20590

May 26, 2022

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

NEF-107ES
22V-360

Subject: Disabled Emergency Call System

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:

FREIGHTLINER/SPRINTER 1500/2019-2021
FREIGHTLINER/SPRINTER 2500/2019-2021
FREIGHTLINER/SPRINTER 3500/2019-2021
FREIGHTLINER/SPRINTER 4500/2019-2021
MERCEDES-BENZ/METRIS/2019-2021
MERCEDES-BENZ/SPRINTER 1500/2019-2021
MERCEDES-BENZ/SPRINTER 2500/2019-2021
MERCEDES-BENZ/SPRINTER 3500/2019-2021
MERCEDES-BENZ/SPRINTER 4500/2019-2021

Mfr's Report Date: May 20, 2022

NHTSA Campaign Number: 22V-360

Components:

COMMUNICATION: AUTO CRASH NOTIFICATION
ELECTRICAL SYSTEM:SOFTWARE

Potential Number of Units Affected: 19,937

Problem Description:

Daimler Vans USA, LLC (DVUSA) is recalling certain 2019-2021 Freightliner Sprinter, Mercedes-Benz Metris, and Mercedes-Benz Sprinter vehicles. An error in the communication module's SIM card software can cause a mobile network connection failure, disabling the emergency call (eCall) system.

Consequence:

A disabled eCall system would prevent a vehicle occupant from contacting the emergency services call center in an emergency, potentially delaying emergency responders and increasing the risk of injury.

Remedy:

The communication module software will be updated through an Over-the-Air (OTA) update, or by a dealer, free of charge. Owner notification letters are expected to be mailed June 20, 2022. Owners may contact DVUSA at 1-877-762-8267. DVUSA's number for this recall is VS2SIMKOM/VS3SIMKOM.

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.

Please ensure the following requirements are met:

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.

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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

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 Emily C. Smith who may be reached by email at emily.c.smith@dot.gov. We look forward to working with you.

Sincerely,



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