

Part 573 Safety Recall Report

22V-281

Manufacturer Name : Daimler Vans USA, LLC

Submission Date : JUN 09, 2022

NHTSA Recall No. : 22V-281

Manufacturer Recall No. : VS3KOMRUE



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 : 12,086

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2021 MERCEDES BENZ SPRINTER

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined through production records. Vehicles outside of the recall population have the rearview camera software according to current product specifications.

Production Dates : APR 12, 2018 - OCT 29, 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 : The recall population was determined through production records. Vehicles outside of the recall population have the rearview camera software according to current product specifications.

Production Dates : APR 12, 2018 - OCT 29, 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 on certain Sprinter vehicles from platform 907 (VS30), the display function of the rearview camera might be impaired.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In some instances the rearview image might not be displayed in the central display after engaging the reverse gear. Instead, the central display would continue to display the existing screen image (e.g. navigation, radio, etc.) or display a black screen with a message warning of the inoperability of the rearview camera to display an image. There is no deactivation of the rearview camera, or frozen rearview camera image.
a rearview camera image might not be available within 2.0 seconds (as required by FMVSS 111 S5.5.3) as the vehicle begins to back up which might impair rear visibility which could increase the risk of a crash.

Description of the Cause : Due to a deviation in the development process of the supplier, the software for the rearview camera might not meet current product specifications.

Identification of Any Warning that can Occur : Before the issue occurs, the driver would not receive a warning due to the nature of the failure mechanism. When the issue occurs, the driver might notice that the central display would either continue to display the existing screen image or display a black screen with a message indicating the inoperability of the rearview camera to display an image.

Involved Components :

Component Name 1 : Software-Rear View Camera

Component Description : Software-Rear View Camera

Component Part Number : A2139027817

Component Name 2 : Software-Rear View Camera

Component Description : Software-Rear View Camera

Component Part Number : A0009022059

Supplier Identification :

Component Manufacturer

Name : Magna Electronics Europe GmbH & Co OHG

Address : Kurfürst-Eppstein-Ring 9
Sailauf Foreign States 63877

Country : Germany

Chronology :

In November 2018, MBAG launched an investigation based on customer complaints alleging the subject condition outlined above. For this purpose, component parts of affected MB vehicles were retrieved from the field and sent to the supplier for analysis. In parallel, the supplier started the development of an updated and improved software version for the rearview camera system. This new software was implemented in new vehicle production in October 2019. A further software version with additional improvements was released by the supplier and implemented in series production in June 2020.

For much of 2020, MBAG operations were severely restricted due to the COVID-19 pandemic. As operations began to resume in the second half of 2020, MBAG conducted further evaluations to identify potential rearview display malfunctions in MB vehicles, including systematic testing.

While the subject camera display condition described above could not be systematically reproduced, MBAG found that in isolated case, vehicle that had received the original software version could exhibit that display condition.

Further testing conducted by MBAG in the following months could not consistently or systematically reproduce the reported camera display malfunction. However, in late 2021, MBAG could not exclude the possibility that a deviation might be present in the rearview image software.

In early 2022, MBAG identified potentially affected vehicles and conducted detailed evaluations to determine whether the deviation might constitute a regulatory non-compliance.

On April 20th, 2022 MBAG determined that a potential non-compliance cannot be ruled out and decided to conduct a recall.

During MBAG's analysis, only 1 case in the US were identified from November 2019 to April 2022, MBAG has not received any reports of crashes, injuries, or property damage associated with this issue.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz or Freightliner dealer will update the software for the rearview camera to current product specifications.

“Pursuant to 49 C.F.R. § 577.11, MBUSA does plan to provide notice about pre-notice reimbursement to owners since most of the involved vehicles would have been previously subject to the condition described and customers who have already paid to have this recall condition corrected may be eligible to receive reimbursement.”

How Remedy Component Differs from Recalled Component : Updated rearview camera software according to current product specifications.

Remedy Part:
Software Rearview Camera - A0009020660

Identify How/When Recall Condition was Corrected in Production : A change in the software of the supplier ensures that this issue can no longer occur in vehicle production from June 1, 2020 onwards.

Recall Schedule :

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

Planned Dealer Notification Date : JUN 06, 2022 - JUN 06, 2022

Planned Owner Notification Date : JUN 13, 2022 - JUN 13, 2022

* NR - Not Reported