



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

1200 New Jersey Avenue SE
Washington, DC 20590

March 31, 2023

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

NEF-107ES
23V-204

Subject: Instrument Panel May Fail to Display Information

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 1500/2019-2022
FREIGHTLINER/SPRINTER 2500/2019-2022
FREIGHTLINER/SPRINTER 3500/2019-2022
FREIGHTLINER/SPRINTER 4500/2019-2022
MERCEDES-BENZ/SPRINTER 1500/2019-2022
MERCEDES-BENZ/SPRINTER 2500/2019-2022
MERCEDES-BENZ/SPRINTER 3500/2019-2022
MERCEDES-BENZ/SPRINTER 4500/2019-2022

Mfr's Report Date: March 24, 2023

NHTSA Campaign Number: 23V-204

Components:

ELECTRICAL SYSTEM: INSTRUMENT CLUSTER/PANEL

Potential Number of Units Affected: 6,857

Problem Description:

Daimler Vans USA, LLC (DVUSA) is recalling certain 2019-2022 Mercedes-Benz Sprinter and Freightliner Sprinter vehicles. The instrument cluster may fail to display any information when the vehicle is started.

Consequence:

A blank instrument panel will not show critical information, such as vehicle speed, fuel gauge, warning messages, and warning lights, increasing the risk of a crash.

Remedy:

Dealers will update the instrument cluster software on the affected vehicles, free of charge. Owner notification letters are expected to be mailed May 1, 2023. Owners may contact DVUSA customer service at 1-877-762-8267. DVUSA's number for this recall is 5496331.



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:

Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA. If your company submits one or more general reimbursement plans, your company shall update each plan every two years (§ 573.13). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

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 49 U.S.C. § 30118(f), submission of 8 consecutive quarterly reports is required. As described in 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