



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

1200 New Jersey Avenue SE
Washington, DC 20590

December 20, 2023

Mr. Anthony Washington
Senior Manager
Daimler Vans USA, LLC
8490 Palmetto Commerce Pkwy
Ladson, SC 29456

NEF-107ES
23V-849

Subject: Loss of Steering Control from Unsecured Strut Bolt

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/SPRINTER 1500/2023
MERCEDES-BENZ/SPRINTER 2500/2023
MERCEDES-BENZ/SPRINTER 3500/2023
MERCEDES-BENZ/SPRINTER 4500/2023

Mfr's Report Date: December 15, 2023

NHTSA Campaign Number: 23V-849

Components:

SUSPENSION:FRONT

Potential Number of Units Affected: 33

Problem Description:

Daimler Vans USA, LLC (DVUSA) is recalling certain 2023 Mercedes-Benz Sprinter vehicles. The front left suspension strut bolt may not be secured properly, which can result in a loss of steering control.

Consequence:

A loss of steering control can increase the risk of a crash.

Remedy:

Dealers will inspect the front left suspension strut bolt connection and repair the body contact surface as necessary, free of charge. Owner notification letters are expected to be mailed February 9, 2024. Owners may contact DVUSA customer service at 1-877-762-8267. DVUSA's number for this recall is VS3FEDDOR.

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 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 eight consecutive quarterly reports followed by three annual 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. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

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