



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

1200 New Jersey Avenue SE  
Washington, DC 20590

December 28, 2023

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

NEF-107ES  
23V-874

**Subject:** Crossmember Connection May Loosen

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 1500/2020  
MERCEDES-BENZ/SPRINTER 2500/2020  
MERCEDES-BENZ/SPRINTER 3500/2020  
MERCEDES-BENZ/SPRINTER 4500/2020

**Mfr's Report Date:** December 21, 2023

**NHTSA Campaign Number:** 23V-874

**Components:**

STRUCTURE:BODY

**Potential Number of Units Affected:** 9

**Problem Description:**

Daimler Vans USA, LLC (DVUSA) is recalling certain 2020 Mercedes-Benz Sprinter vehicles. The connection between the propeller shaft bearing and crossmember may loosen, reducing vehicle control.

**Consequence:**

Reduced vehicle control increases the risk of a crash. Additionally, the propeller shaft may damage the fuel tank during a crash, causing a leak and increasing the risk of a fire.

**Remedy:**

Dealers will inspect and replace the crossmember as necessary, free of charge. Owner notification letters are expected to be mailed February 16, 2024. Owners may contact DVUSA customer service at 1-877-762-8267. DVUSA's number for this recall is VS3QUERTR.

**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 affected component(s). If your company manufactured the component itself, then please state so in 573.

**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 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](mailto:emily.c.smith@dot.gov). We look forward to working with you.

Sincerely,



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