

Part 573 Safety Recall Report

23V-204

Manufacturer Name : Daimler Vans USA, LLC**Submission Date :** APR 24, 2023**NHTSA Recall No. :** 23V-204**Manufacturer Recall No. :** 5496331**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 : 6,857

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2022 Mercedes-Benz Sprinter

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined through potentially affected software versions.

Production Dates : SEP 03, 2018 - JUL 30, 2022

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 potentially affected software versions.

Production Dates : SEP 03, 2018 - JUL 30, 2022

VIN Range 1 : Begin : NR End : NR Not sequential**Description of Defect :**

Description of the Defect : Mercedes-Benz AG (MBAG), the manufacturer of Mercedes-Benz vans, has determined that on certain Sprinter (907platform) vehicles, the instrument cluster might remain non-functional upon vehicle start up.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In the rare circumstance the malfunction occurs, information such as the speedometer, the fuel gauge, indicator lamps and warning messages, as well as acoustic warnings would not be available. The issue would occur upon vehicle start up, and continue during its operations and subsequent ignition

Description of the Cause : Describe the Cause of the Defect or Noncompliance (Optional)
cycles. Should the vehicle be driven, even with the instrument cluster malfunction present, the risk of a crash cannot be ruled out.
Due to a deviation in the development process, the processor of the instrument cluster might be overloaded at vehicle start up and as a result, the instrument cluster might not function.

Identification of Any Warning that can Occur : Before the issue occurs, the driver will not receive a warning due to the nature of the failure mechanism.
When the issue occurs, the driver might notice a non-functional instrument cluster when starting the vehicle.

Involved Components :

Component Name 1 : Software

Component Description : Software Instrument Cluster

Component Part Number : A9079020707

Supplier Identification :

Component Manufacturer

Name : Continental Automotive Romania SRL

Address : Strada Siemens, no. 1,
Timisoara Foreign States 300704

Country : Romania

Chronology :

See Attached Document

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz Sprinter dealer will update the instrument cluster software on the affected vehicles.

How Remedy Component Differs Defect/Affected Parts:
A907 902 42 06 Software Instrument Cluster

from Recalled Component : Remedy Parts:
A907 902 07 07 Software Instrument Cluster

Identify How/When Recall Condition was Corrected in Production : The introduction of a new software for the instrument cluster ensures that this issue can no longer occur from September 28, 2022 onwards

Recall Schedule :

Description of Recall Schedule : NR
Planned Dealer Notification Date : APR 24, 2023 - APR 24, 2023
Planned Owner Notification Date : MAY 01, 2023 - MAY 01, 2023

* NR - Not Reported