

# Part 573 Safety Recall Report

# 23V-806

**Manufacturer Name :** Daimler Vans USA, LLC**Submission Date :** MAY 01, 2024**NHTSA Recall No. :** 23V-806**Manufacturer Recall No. :** VS3LACKHA**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 : 131

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2021-2023 Mercedes-Benz Sprinter

Vehicle Type :

Body Style : VAN

Power Train : NR

Descriptive Information : The recall population was determined through production records.

Production Dates : APR 08, 2021 - MAR 31, 2023

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 2 : 2021-2021 Freightliner Sprinter

Vehicle Type :

Body Style : VAN

Power Train : NR

Descriptive Information : The recall population was determined through production records.

Production Dates : APR 08, 2021 - MAR 31, 2023

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

Description of the Defect : Mercedes-Benz AG, the manufacturer of Sprinter vehicles, has determined that on certain Sprinter (907 platform) vehicles, the chemical composition of the topcoat paint might not meet specifications

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In such case, adhesion of the fixed windows to the vehicle body might be impaired. As a result, a loosening or detachment of the windows cannot be ruled out over the vehicle's lifetime which could increase the risk of injury in the event of a crash.

In addition, loosening of secured objects cannot be ruled out for vehicles with lashing rails, which could increase the risk of injury for vehicle occupants.

**Description of the Cause :** Due to a deviation in the production process at the supplier, the paint composition of the topcoat paint might not meet specifications

**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 wind noises while driving or water ingress around the fixed windows.

## Involved Components :

**Component Name 1 :** Paint-Brilliant Blue  
**Component Description :** Paint-Brilliant Blue  
**Component Part Number :** A0009867500

## Supplier Identification :

### Component Manufacturer

**Name :** PPG Automotive Coatings  
**Address :** One PPG Place 37N  
Pittsburgh Pennsylvania 15272  
**Country :** United States

## Chronology :

In December 2022, MBAG became aware of a paint adhesion deviation on one production vehicle. As an immediate reaction, MBAG started to carry out investigations on the affected vehicle. Since no related deviation was found in the vehicle production process, MBAG started analyzing the root cause in cooperation with its paint supplier including further investigations to identify potentially affected topcoat colors in early 2023. The supplier was able to isolate the adhesion deviation to a single topcoat color "Brilliant Blue" in May 2023. In June 2023, based on its analyses in conjunction with the results provided by the supplier, MBAG determined that an irregularity existed in individual "Brilliant Blue" topcoat batches applied to some Sprinter vehicles. Accordingly, a plant action was launched to rework vehicles still within production process. In parallel, MBAG together with its supplier of the suspect topcoat color batches started investigations to identify the potentially affected vehicle population in July 2023. This was realized by tracking the material flow and the matching vehicles which were painted with the suspected topcoat color batches. On this basis, the potential field population was determined. At the same time, the paint supplier implemented several changes in its production process, including a reformulation of the topcoat composition.

Through summer and early autumn MBAG conducted a further analysis to identify potential influencing factors and to determine if there were any potential safety related consequences.

On November 24, 2023, MBAG determined that a potential safety risk involving certain Sprinter vehicles painted in the color "Brilliant Blue" cannot be ruled out and decided to conduct a recall.

MBAG can confirm there are no warranty claims, field or service reports nor reports of crashes, injuries or fatalities related to this defect in the USA.

## Description of Remedy :

Description of Remedy Program : As a precautionary measure, an authorized Mercedes-Benz or Freightliner Sprinter dealer will check the adhesion of the topcoat paint on the affected vehicles. Depending on the result of that check, the window area of the affected vehicles will be stripped, and repainted, and the windows will be reinstalled. If the repair is not feasible, DVUSA will offer to repurchase the vehicle from the customer.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : A change in the production procedure of our supplier ensures that this issue can no longer occur from Apr 03, 2023 onwards

## Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on Jan 12, 2024. A copy of all communications will be provided when available. Owners will be notified of the voluntary recall campaign before Jan 19, 2024.

Planned Dealer Notification Date : APR 22, 2024 - APR 22, 2024

Planned Owner Notification Date : JUN 14, 2024 - JUN 14, 2024

\* NR - Not Reported