

# Part 573 Safety Recall Report

# 23V-876

**Manufacturer Name :** Daimler Vans USA, LLC**Submission Date :** JAN 10, 2024**NHTSA Recall No. :** 23V-876**Manufacturer Recall No. :** VS3TREWAN**Manufacturer Information :****Population :**

Manufacturer Name : Daimler Vans USA, LLC

Number of potentially involved : 387

Address : One Mercedes-Benz Drive  
Sandy Springs GA 30328

Estimated percentage with defect : 100 %

Company phone : 8777628267

**Vehicle Information :**

Vehicle 1 : 2019-2023 Mercedes-Benz Sprinter

Vehicle Type :

Body Style : VAN

Power Train : NR

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

Production Dates : JAN 31, 2019 - JAN 19, 2023

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 production records.

Production Dates : JAN 31, 2019 - JAN 19, 2023

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

Description of the Defect : Mercedes-Benz AG ("MBAG"), the manufacturer of Sprinter Vans, has determined that on certain Sprinter (907 platform) vehicles, the bolted connection of the partition wall might not meet specifications.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Mercedes-Benz AG ("MBAG"), the manufacturer of Sprinter Vans, has determined that on certain Sprinter (907 platform) vehicles, the bolted connection of the partition wall might not meet specifications.

Description of the Cause : Due to a deviation in the production process, certain partition walls might have been secured with an insufficient number of bolts

Identification of Any Warning that can Occur : The driver would not receive a warning due to the nature of the failure mechanism.

## Involved Components :

Component Name 1 : Screw

Component Description : Screw

Component Part Number : A0009903111

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

In November 2022, MBAG identified a deviation in production instructions for workers regarding the number of bolts used to install the partition wall in certain Sprinter (907 platform) vehicles.

In December 2022, MBAG initiated a plant check and rework campaign for vehicles that remained in MBAG's control to ensure that partition walls were secured in accordance with design specifications.

Beginning in early 2023, MBAG reviewed its production process documentation to identify potentially affected vehicle models. These analyses determined that only one specific option code combination of Sprinter vehicles (907 platform) might have been produced using an incorrect number of bolts.

Starting in July 2023, MBAG conducted further reviews and analyses to identify potential consequences of the identified issue.

Between October and November 2023, MBAG reviewed the results of these analyses and determined, that the number of bolts used for the partition walls installed in the vehicles might not be sufficient in the event of a crash because the partition wall might become deformed or dislodged due to forces applied by a carried load in certain crash scenarios.

In November and December 2023, MBAG analyzed production records of Sprinter vehicles with a variety of different configurations to determine the population of potentially affected vehicles.

On December 15, 2023, MBAG determined that a potential safety risk cannot be ruled out and decided to conduct a recall.

MBAG is not aware of any warranty claims, field or service reports, or reports of property damage, fatality, or

injury related to this defect in the US.

## Description of Remedy :

**Description of Remedy Program :** As a precautionary measure, authorized Mercedes-Benz dealerships will check the bolt connections on the affected vehicles and rework them, if necessary. If a customer has already paid to have this recall condition corrected, they may be eligible to receive reimbursement.

**How Remedy Component Differs from Recalled Component :** NR

**Identify How/When Recall Condition was Corrected in Production :** A change in the production procedure ensures that this issue would not occur after Jan 20, 2023.

## Recall Schedule :

**Description of Recall Schedule :** Dealers will be notified of the pending voluntary recall campaign on Jan 5, 2024. A copy of all communications will be provided when available. Owners will be notified of the voluntary recall campaign before Feb 16, 2024.

**Planned Dealer Notification Date :** JAN 05, 2024 - JAN 05, 2024

**Planned Owner Notification Date :** FEB 16, 2024 - FEB 16, 2024

\* NR - Not Reported