



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

1200 New Jersey Avenue SE
Washington, DC 20590

July 10, 2024

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

NEF-107ES
24V-517

Subject: Improperly Heat-Treated Rear Axle Spring U-Bolts

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 1500/2023-2024
MERCEDES-BENZ/SPRINTER 2500/2023-2024
MERCEDES-BENZ/SPRINTER 3500/2023-2024
MERCEDES-BENZ/SPRINTER 4500/2023-2024

Mfr's Report Date: July 8, 2024

NHTSA Campaign Number: 24V-517

Components:

SUSPENSION:REAR:SPRINGS:LEAF SPRING ASSEMBLY:U-BOLT, LEAF SPRING TO AXLE

Potential Number of Units Affected: 1,232

Problem Description:

Daimler Vans USA, LLC (DVUSA) is recalling certain 2023-2024 Mercedes-Benz Sprinter vehicles. The spring U-bolts for the rear axle may have reduced strength due to improper heat-treatment, which can cause the rear axle to shift out of position.

Consequence:

An axle that moves out of position can cause a loss of vehicle control, increasing the risk of a crash.

Remedy:

Dealers will replace the spring U-bolts, free of charge. Owner notification letters are expected to be mailed in September 2024. Owners may contact DVUSA customer service at 1-877-762-8267. DVUSA's number for this recall is VS3FEDERB.

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