



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

1200 New Jersey Avenue SE
Washington, DC 20590

December 18, 2024

Mr. Anthony Washington
Senior Manager
Daimler Vans USA, LLC
One Mercedes-Benz Drive
Sandy Springs, GA 30328

NEF-107ES
24V-930

Subject: Instrument Cluster Display Too Bright/FMVSS 101

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 1500/2019-2022
MERCEDES-BENZ/SPRINTER 2500/2019-2022
MERCEDES-BENZ/SPRINTER 3500/2019-2022
MERCEDES-BENZ/SPRINTER 4500/2019-2022

Mfr's Report Date: December 13, 2024

NHTSA Campaign Number: 24V-930

Components:

ELECTRICAL SYSTEM: INSTRUMENT CLUSTER/PANEL

Potential Number of Units Affected: 697

Problem Description:

Daimler Vans USA, LLC (DVUSA) is recalling certain 2019-2022 Mercedes-Benz Sprinter vehicles. The instrument cluster illumination may not be adjustable and appear too bright in certain lighting conditions. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 101, "Controls and Displays."

Consequence:

A display that is too bright can make it difficult for the driver to see critical safety information, increasing the risk of a crash.

Remedy:

Dealers will update the instrument cluster software, free of charge. Owner notification letters are expected to be mailed February 7, 2025. Owners may contact DVUSA customer service at 1-877-762-8267. DVUSA's number for this recall is VS3BELKOM.

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 [nhtsa.gov](https://www.nhtsa.gov).



Please ensure the following requirements are met:

Per the requirements of 49 USC 30119, please provide the part number, name and description of the component or components involved in this recall. This information should be provided in an amended 573 in the "Involved Components" section.

AMENDED 573 REQUIRED.

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.

As required in Part 573.6, please amend the chronology to provide a summary to include dates leading up to the recall determination.

AMENDED 573 REQUIRED.

Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA. If your company submits one or more general reimbursement plans, your company shall update each plan every two years (§ 573.13). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

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).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

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,

A handwritten signature in black ink that reads "Alex Ansley". The signature is fluid and cursive, with a long horizontal stroke at the end.

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