

Part 573 Safety Recall Report

24V-930

Manufacturer Name : Daimler Vans USA, LLC

Submission Date : DEC 13, 2024

NHTSA Recall No. : 24V-930

Manufacturer Recall No. : VS3BELKOM



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 : 697

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 production records.

Production Dates : SEP 07, 2018 - JUN 01, 2022

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Noncompliance :

Description of the Noncompliance : Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Sprinter vehicles (907 platform), the coding of the software of the instrument cluster might not meet specifications.

FMVSS 1 : 101 - Control and displays

FMVSS 2 : NR

Description of the Safety Risk : In this case, the illumination level of the instrument cluster might not be manually adjustable and, depending on the equipment variant, may be permanently set to the brightest level. FMVSS 101 specifies that the instrument cluster must be adjustable to provide at least two levels of brightness. The illumination may be adjusted manually or automatically. Illumination of the instrument cluster that does not comport with the requirements of FMVSS 101 may increase the risk of a crash.

Description of the Cause : Due to a deviation in the software development process, the coding of the software of the instrument cluster might not meet specifications.

Identification of Any Warning that can Occur : The driver will not receive a warning due to the nature of the non-conformance.

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

Based on a finding during the development of a different vehicle platform (447 platform) in 2023 which showed that the transfer of a software coding parameter from a passenger car application to a van application might not be applicable for all variants of the van application, a detailed investigation was started in February 2024 to identify which consequences this deviation might have for other vehicles in the field.

In particular, MBAG has explored the various and potentially differing boundary conditions under which the brightness might stay illuminated and/or might remain at a steady level. MBAG is not aware of any customer complaints or incidents relating to the illumination of the instrument cluster in the subject vehicles.

Additional evaluation has explored the extent to which the potential issue might apply to and impact variations in vehicle equipment and applicable requirements until November 2024. Based on this, the potentially affected vehicles were identified. On December 6, 2024, MBAG concluded that a potential noncompliance with FMVSS 101 cannot be ruled out. A decision was made to conduct a recall to update the coding of the software on the potentially impacted vehicles.

Description of Remedy :

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

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production :

The end of production of vehicles with the affected instrument cluster for the US market ensures that the issue will no longer occur from June 2, 2022 onwards.

Recall Schedule :

Description of Recall Schedule :

Dealers will be notified of the pending voluntary recall campaign on Dec 20, 2024. A copy of all communications will be provided when available. Owners will be notified of the voluntary recall campaign before Feb, 7, 2024.

Planned Dealer Notification Date :

DEC 20, 2024 - DEC 20, 2024

Planned Owner Notification Date :

FEB 07, 2025 - FEB 07, 2025

* NR - Not Reported