

# Part 573 Safety Recall Report

# 23V-875

**Manufacturer Name :** Daimler Vans USA, LLC

**Submission Date :** DEC 21, 2023

**NHTSA Recall No. :** 23V-875

**Manufacturer Recall No. :** VS3ROHRAH



## 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 :** 3,739

**Estimated percentage with defect :** 100 %

## Vehicle Information :

**Vehicle 1 :** 2019-2022 Mercedes-Benz Sprinter

**Vehicle Type :**

**Body Style :** VAN

**Power Train :** NR

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

**Production Dates :** OCT 15, 2018 - AUG 17, 2022

**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 longitudinal frame members of the body-in-white might not meet specifications.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** Missing reinforcements might lead to damage in the rear area of the longitudinal frame members. Over time, impairment of driving stability cannot be ruled out.

In addition, vehicles equipped with a bench seat in the 3rd passenger seat row, could experience a failure of the seat mountings in the event of a crash. In this case, the risk of injury would increase.

**Description of the Cause :** Due to a deviation in the production process, certain longitudinal frame members might not have been equipped with the necessary reinforcements.

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

## Involved Components :

Component Name 1 : Reinforcement

Component Description : Reinforcement

Component Part Number : A9063110153

Component Name 2 : Reinforcement

Component Description : Reinforcement

Component Part Number : A9063110695

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

In late February 2023, MBAG determined that the reinforcements along the longitudinal frame members of the body-in-white in certain Sprinter (907 platform) vehicles may not have been installed according to specifications.

In March 2023, MBAG launched a review of the plant's production process and an investigation aimed at identifying vehicles with potentially affected longitudinal frame members.

From May through November 2023, MBAG conducted extensive investigations to determine possible consequences of incorrectly installed longitudinal frame member reinforcements. The analysis was extended to possible consequences for a variety of different vehicle configurations.

The investigation subsequently determined that the omission of certain specified reinforcements could contribute to damage to the longitudinal frame member at the rear axle.

In November 2023, the investigation determined that, over time, such damage could impair and might increase the risk of failure of third row bench seat mountings in the event of a crash. Based on these findings, MBAG reviewed Sprinter (907 platform) production records to identify potentially affected vehicles.

On December 15, 2023, MBAG concluded 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, an authorized Mercedes-Benz dealer will check the longitudinal frame members 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 Aug 18, 2022.

## 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

# Part 573 Safety Recall Report

# 23V-876

**Manufacturer Name :** Daimler Vans USA, LLC**Submission Date :** DEC 21, 2023**NHTSA Recall No. :** 23V-876**Manufacturer Recall No. :** VS3TREWAN**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 : 387

Estimated percentage with defect : 100 %

**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**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

# Part 573 Safety Recall Report

# 23V-874

**Manufacturer Name :** Daimler Vans USA, LLC**Submission Date :** DEC 21, 2023**NHTSA Recall No. :** 23V-874**Manufacturer Recall No. :** VS3QUERTR**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 : 9

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2020-2020 Mercedes-Benz Sprinter

Vehicle Type :

Body Style : VAN

Power Train : NR

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

Production Dates : SEP 15, 2020 - DEC 03, 2020

VIN Range 1 : Begin : NR End : NR

 Not sequential**Description of Defect :**

Description of the Defect : Mercedes-Benz AG ("MBAG"), the manufacturer of Sprinter vehicles, has determined that on certain Sprinter (907 platform) vehicles, the strength of a crossmember at the body-in-white might not meet specifications.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In this case, the bolt connection of the propeller shaft bearing on the crossmember might loosen over time, which might impair the guidance of the propeller shaft bearing.

In addition, in the event of a crash, damage to the fuel tank caused by the propeller shaft could result in a loss of fuel, and an increased risk of fire cannot be ruled out.

Description of the Cause : Due to a deviation in the production rework process, a certain batch of crossmembers might not meet specifications.

Identification of Any Warning that can Occur : When the issue occurs, the driver might notice noises and vibrations from the area of the propeller shaft.

**Involved Components :**

Component Name 1 : Cross Beam

Component Description : Cross Beam

Component Part Number : A9063101137

**Supplier Identification :****Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

**Chronology :**

In late February 2023, MBAG became aware during a review of internal plant campaigns, that in a limited number of Sprinter (907 platform) vehicles, a rework on a crossmember at the body in white may not have been completed in accordance with specifications and accordingly started investigations in March 2023.

In June 2023, based on the results of its review, MBAG launched an investigation to determine possible consequences of an incorrect rework.

In autumn 2023, MBAG's investigation determined that the erroneous rework could influence the operation of the propeller shaft. MBAG conducted testing and further analysis, including crash simulations, to determine potential effects of the rework deviation.

During the same period, MBAG reviewed production and rework records to identify potentially affected vehicles.

On December 15, 2023, MBAG determined that in one particular crash scenario, it was possible that the bolting connection of the propeller shaft at the crossmember might not withstand the applied forces. As a result, MBAG concluded that a potential safety risk cannot be ruled out and decided to conduct a recall.

[MBAG is aware of no 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, an authorized Mercedes-Benz dealer will check the crossmember on the potentially affected vehicles and replace it, 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 can not occur after Dec 04, 2020.

**Recall Schedule :**

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on January 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