

# Part 573 Safety Recall Report

# 18V-335

**Manufacturer Name :** Daimler Vans USA, LLC**Submission Date :** MAY 22, 2018**NHTSA Recall No. :** 18V-335**Manufacturer Recall No. :** NR**Manufacturer Information :**

Manufacturer Name : Daimler Vans USA, LLC

Address : 303Perimeter Center North  
Suite 202 Atlanta GA 30346

Company phone : 8548883214

**Population :**

Number of potentially involved : 7,433

Estimated percentage with defect : 1 %

**Vehicle Information :**

Vehicle 1 : 2015-2017 Mercedes-Benz Metris

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : VAN

Power Train : DIESEL

Descriptive Information : Daimler AG became aware of this case by field complaints, which led to a plant action in December 2017. The affected population was determined as being produced in the period of time in between the relevant dates mentioned above. The vehicles concerned can be identified based on production information.

Production Dates : MAR 31, 2015 - MAY 11, 2017

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : Daimler AG has determined that in certain Mercedes-Benz Metris vehicles (Platform 447) the screw connection of the transmission carrier to the vehicle body may not be tightened with the specified torque.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the screw connection of the transmission carrier is not sufficiently torqued, the bolts could loosen and subsequently lose connection with the vehicle. Further, in case of loose bolts, the position of the transmission carrier and subsequently the angle of the propeller shaft to the transmission would change. If this angle exceeds a certain degree, the joint disc could be damaged which could lead to its complete failure. Should a customer ignore the clear warning signs of vibrations and rattling noises and continue to operate the vehicle, this could eventually result in an abrupt loss of power. In this case, the vehicle would remain controllable (steering and braking would not be affected). However, an increased risk of a

crash cannot be ruled out.

**Description of the Cause :** The cause of the present issue can be narrowed down to an individual production employee in the Charleston plant. The relevant employee did not always apply the specified torque the screw connection.

**Identification of Any Warning that can Occur :** A driver is likely to hear significant rattling noises under the vehicle as well as vibrations caused by the increased flexing of the propeller shaft.

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

Daimler AG became aware of this case through field complaints, which led to a plant action in December 2017.

Upon identification, analysis and evaluation as to the root cause and impact of this issue were commenced.

On May 15, 2018, Daimler AG decided to initiate a recall campaign based on the results of the preceding analysis and evaluation.

To date Daimler AG is aware of a single customer complaints concerning this matter.

## Description of Remedy :

**Description of Remedy Program :** An authorized Mercedes-Benz dealer will perform a check of the bolts on all potentially affected Metris vehicles and replace the bolts if necessary.

Pursuant to 49 C.F.R. § 577.11(e), Daimler Vans does not plan to provide notice about pre-notice reimbursement to owners since all involved vehicles remain covered under the new vehicle warranty.

**How Remedy Component Differs from Recalled Component :** Mercedes-Benz Metris vehicles (Platform 447) will be equipped with the necessary bolts on all transmission carrier attachments with the correct torque.

Identify How/When Recall Condition was Corrected in Production : Mounting bolts N 910105 010001 (4 pieces / vehicle) of transmission carrier A 447 240 04 00

The Metris vehicles which were still in the plant were immediately inspected and evaluated as fault-free after detection of the issue. Furthermore, an additional 100% check was introduced to ensure that all bolts were tightened with the appropriate torque. The introduction of an electronically monitored screwdriver at the corresponding station is under evaluation.

**Recall Schedule :**

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign in July 2018. A copy of all communications will be provided when available.

Owners will be notified approximately one week after the recall launch to the dealers.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

\* NR - Not Reported