

Part 573 Safety Recall Report

18V-528

Manufacturer Name : Erwin Hymer Group North America, Inc.**Submission Date :** AUG 13, 2018**NHTSA Recall No. :** 18V-528**Manufacturer Recall No. :** 2018-0010**Manufacturer Information :****Manufacturer Name :** Erwin Hymer Group North America, Inc.**Address :** 100 Shirley Avenue

Kitchener Ontario 00 N2B 2E1

Company phone : 1-844-413-8245**Population :****Number of potentially involved :** 33**Estimated percentage with defect :** 2 %**Vehicle Information :****Vehicle 1 :** 2017-2018 Roadtrek RS Adventurous XL, E-trek XL, RS Adventurous, E-trek**Vehicle Type :** LIGHT VEHICLES**Body Style :** VAN**Power Train :** DIESEL

Descriptive Information : The population is isolated to Roadtrek models with a driver's side 2nd row captain seat option. This option requires EHGNA to drill mounting holes through the vehicle floor and top surface of frame side member to fasten the seat. Other models do not require these holes as there is no seat at this location. One assembly operator was not performing the work to the standard Work Instructions and continued to drill through the bottom of the side member and potentially into the OEM Mercedes diesel fuel tank. The time card of the assembly operator was pulled which provided the specifics of when he worked on the line in question.

Production Dates : JUN 21, 2017 - FEB 03, 2018**VIN Range 1 : Begin :**

NR

End : NR Not sequential**Description of Defect :**

Description of the Defect : The two (2) outboard mounting holes for the 2nd row captain seat pedestal drilled through the side member and possibly into the top of the diesel fuel tank. Ultimately, the noncompliance is one or two holes in the top surface of the diesel fuel tank.

FMVSS 1 : NR**FMVSS 2 :** NR

Description of the Safety Risk : Environmental contamination could occur if diesel fuel is spilled from tank during a fuel fill at or near tank capacity.

Description of the Cause : The cause was one assembly operator not performing the work to the standard Work Instructions and continued to drill through the bottom of the frame side member and potentially into the diesel fuel tank. (The mounting holes must be

only drilled through the vehicle floor and top surface frame side member - per standard work.)

Identification of Any Warning that can Occur : Excessive odor of diesel fuel may be noticed by the vehicle operator during fuel fill.
After filling, the vehicle operator may notice spillage of diesel fuel on the ground surfaces below the vehicle.

Supplier Identification :

Component Manufacturer

Name : NR
Address : NR
NR
Country : NR

Chronology :

Feb 15, 2018. VIN HP376293 returned to service and was reported having hole in the diesel fuel tank.
Feb 28, 2018. VIN HP377801 second reported incident in service.
Feb 28, 2018. Root cause determined to be by one assembly operator using non-standard tool when drilling.
March 01, 2018. Quality Alert Issued (2018-011)
March 6, 2018. VIN HP554657 found in production inventory displaying the same hole in the diesel fuel tank.
March 19, 2018. Preliminary list of potential VINs – all Sprinters with 2nd row captain seat (1310 units)
March 22, 2018. Final list of potential affected units was established using Daily Work Hours Reports when responsible operator worked in Dept 1.2 on vehicles equipped with a 2nd row captain's seat. (37 units)
April 17, 2018. President and CEO requested CART group to begin to frame project as a recall.
May 22, 2018. Low-pressure smoke test method was validated as feasible. Smoke test equipment verified as being readily available in most Mercedes service locations.

Description of Remedy :

Description of Remedy Program : Recall the affected vehicle within the affected population. The affected units are to go to an authorized Mercedes dealer to have the diesel fuel tank inspected.
If a vehicle has the defect a replacement diesel fuel tank is required.

How Remedy Component Differs from Recalled Component : Not applicable. A damaged diesel fuel tank requires a replacement of the OEM (Mercedes Sprinter) item.

Identify How/When Recall Condition was Corrected in Production : Quality Alert was issued to Production on March 01, 2018. Suspected product was inspected for holes through the diesel fuel tank.
No further incidents found in Production.

Recall Schedule :

Description of Recall Schedule : NR

Planned Dealer Notification Date : AUG 20, 2018 - AUG 27, 2018

Planned Owner Notification Date : AUG 20, 2018 - AUG 27, 2018

* NR - Not Reported