

# Part 573 Safety Recall Report

# 19V-070

**Manufacturer Name :** Daimler Vans USA, LLC**Submission Date :** FEB 01, 2019**NHTSA Recall No. :** 19V-070**Manufacturer Recall No. :** 2019010006**Manufacturer Information :**

Manufacturer Name : Daimler Vans USA, LLC

Address : One Mercedes-Benz Drive  
Sandy Springs GA 30328

Company phone : 854-888-3214

**Population :**

Number of potentially involved : 4,358

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2019-2019 Mercedes-Benz VS30 Sprinter

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : VAN

Power Train : DIESEL

Descriptive Information : The recall population covers vehicles from the Start of Production until January 22, 2019, when additional production quality control measures were implemented.

Production Dates : AUG 01, 2018 - JAN 22, 2019

VIN Range 1 : Begin : NR End : NR

 Not sequential**Description of Defect :**

Description of the Defect : Daimler AG (DAG), the manufacturer of Mercedes-Benz vans, has determined that in certain Mercedes-Benz Sprinter vehicles (VS30, Platform 907), the steering shaft that connects to the steering gear could potentially disconnect without warning leading to loss of steering control and increasing the risk of a crash.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The steering shaft may disconnect from the steering gear without warning. This could lead to a sudden loss of steering control and increased risk of a crash.

Daimler Vans USA is advising owners to stop driving their vehicles and to call their dealers to have the vehicles towed for service or repaired on site.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

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

Name : NR

Address : NR

NR

Country : NR

**Chronology :**

Production of the VS30 Sprinter started as of August 1, 2018, and included changes from the prior model platform (NCV3 Sprinter) with respect to the process verification within the area of the steering shaft bolt. The current production process involves torquing the bolts connecting the steering shaft to the steering gear with an electronic screwdriver (EC screwdriver). The EC screwdriver measures the torque value applied and the angle of the bolt. If the EC screwdriver identifies torque that is outside of specification, an alert triggers a manual review. Because the verification process of the bolt changed between VS30 model platform and its predecessor production, the manual reviewers checked the incorrect bolt. DAG was first informed of the subject issue on January 22, 2019, through a report in which a dealer noted a loss of steering, which occurred during a pre-delivery inspection (PDI). Vehicles under direct control were immediately contained and an investigation ensued. The production facility reviewed the EC screwdriver torque documentation for all vehicles produced to date and found 104 vehicles with documentation suggesting the possibility of an out of specification torque. It was determined that manual review for those vehicles had focused on the incorrect bolt. Plant employees were immediately retrained, work instructions were updated and an additional quality control review was introduced to the production line. A further spot check survey outside the population of the 104 vehicles found a vehicle with a bolt torqued within specification but not fully flush with the steel backing. On January 25, 2019, DAG decided to conduct a safety recall to inspect all vehicles in order to ensure that the bolt connecting the steering shaft to the steering gear is torqued to specification and is fully flush with the steel backing. DAG contacted the agency on January 28, 2019 to inform NHTSA of the safety recall, stop drive instruction and plan to notify customers.

## Description of Remedy :

Description of Remedy Program : Owners are advised to stop driving the vehicle immediately. Further vehicles which have not left dealer or upfitter compounds to potential final customers are put under immediate stop sale and stop drive as well. DVUSA will arrange for towing to a dealer or for an inspection and repair at the customer's location and will inspect the bolts and will fully tighten and/or adjust them if necessary.

Reimbursement is unnecessary since these vehicles remain covered under the new vehicle warranty.

There are approximately 1,900 vehicles with end customers and approximately 2,400 vehicles with upfitters and with dealers.

How Remedy Component Differs from Recalled Component : Screw, Part number A 907 990 00 00, Torque 28 Nm

Identify How/When Recall Condition was Corrected in Production : As of January 22, 2019, plant employees in production were retrained, work instructions were updated, and an initial quality control review was introduced into production.

## Recall Schedule :

Description of Recall Schedule : On January 28, 2019, communications were sent to the dealers in order to facilitate the immediate initiation of the stop drive instruction. The official dealer notification will be sent immediately following receipt of the Recall Acknowledgement Letter. Owners are being notified by phone of the recall and the need to stop driving the vehicle and to have it serviced. Official owner notifications will be sent following receipt of the Recall Acknowledgement Letter.

Planned Dealer Notification Date : JAN 31, 2019 - JAN 31, 2019

Planned Owner Notification Date : JAN 31, 2019 - FEB 07, 2019

\* NR - Not Reported