

Part 573 Safety Recall Report

19V-290

Manufacturer Name : Daimler Vans USA, LLC

Submission Date : APR 10, 2019

NHTSA Recall No. : 19V-290

Manufacturer Recall No. : VS2SCHRALU



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 : 9,471

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2016-2017 Metris (Platform 447) Sprinter

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : VAN

Power Train : GAS

Descriptive Information : Daimler has decided to conduct a safety recall with regard to certain Metris Vans due to the possibility of corrosion at the aluminum bolt in these vehicles. Factors leading to this decision include the positioning of the steering gear and the bolts in the Metris, the potential for surface drying to be slower, the size of the underfloor covering and the steering forces in the Metris during parking maneuvers, which can lead to gap at the bolt connection and increase the risk of brine intrusion.

After discussion with the agency in Q1 2019, Daimler is initiating a service campaign with regard to certain Mercedes Benz passenger cars in the US market to replace the aluminum bolts with steel bolts. This service campaign is in response to reports of corrosion arising in extreme cold conditions in the north-eastern Canadian provinces and has been defined in cooperation with both Transport Canada and ODI. It is not expected that the bolts will suffer corrosion in less extreme weather conditions.

The Metris vehicles warrant a different type of campaign because, due to the various conditions described above, there is a more significant risk of brine intrusion, corrosion and ultimately bolt failure.

Production Dates : FEB 02, 2015 - AUG 31, 2016

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 for certain Metris vehicles from platform 447 (VS20) the aluminum bolts of the steering gear housing cover and the aluminum bolts of the power pack could corrode due to the intrusion of moisture and road salt (brine) while in use in the salt belt.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Advanced corrosion can weaken the strength of the bolts. If all three of the mounting bolts on the power pack become compromised, the power pack could separate from the steering gear and cause the power steering to fail, increasing the risk of a crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : The customer does not receive a warning in advance. If the power pack separates from the steering gear, the customer will immediately hear a noise and a warning light will turn on to warn of the loss of power steering.

Supplier Identification :**Component Manufacturer**

Name : Robert Bosch Automotive Steering GmbH

Address : Lorcher Str. 121-131

Schwabish Gmund FOREIGN STATES 73529

Country : Germany

Chronology :

In January, 2018, Daimler AG began an investigation into reports of electric power steering failure occurring in Europe. Daimler AG had received isolated warranty claims in the latter half of 2017 which, when combined with additional inputs from customers and service personnel, led Daimler AG to investigate whether there is a more systemic issue.

In March 2018, Mercedes Benz Canada received an inquiry from Transport Canada after TC received a customer complaint regarding broken bolts. Daimler AG conducted internal analyses and worked closely with the supplier.

In September 2018, a field engineering analysis was conducted in Canada in cooperation with Transport Canada in order to compare the corrosion status of vehicles in different regions of the country, and to thereby determine the root cause as well as potential consequences of this failure mode. This analysis ultimately

confirmed that due to extreme climatic conditions in combination with aggressive road salt use, the aluminum bolts at the steering gear might corrode and break in single cases.

Daimler AG then discussed with the agency initiating a service campaign to address the aluminum bolts in passenger cars. Daimler AG has also continued to investigate the extent to which the same or a different campaign should be applied to the Metris vehicles.

On April 3, 2019, based on its analysis of differences between the passenger cars subject to the service campaign and the Metris vehicles, Daimler AG determined that a safety risk for the a.m. MB Vans vehicles could not be ruled out and decided to initiate a safety recall campaign to address the risk.

To date Daimler AG is not aware of a customer complaint concerning this matter on Metris vehicles in the USA and Canada, but is aware of complaints in Europe.

Description of Remedy :

Description of Remedy Program : Daimler AG will conduct a voluntary safety recall for Mercedes-Benz Metris vehicles in the following twenty-three (23) US "Salt-Belt-States": Connecticut, Delaware, Illinois, Indiana, Iowa, Kentucky, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, Virginia, Washington DC, West Virginia, Wisconsin.

An authorized Mercedes-Benz Metris dealer will replace the aluminum bolts with steel ones and apply wax to the steering gear.

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 : Aluminum bolts will be replaced by steel bolts.
Steering gear Mercedes-Benz Metris 4x2 left-hand-drive: A4474602900

Identify How/When Recall Condition was Corrected in Production : The aluminum bolts were replaced with steel bolts and an additional waxing of the steering gear was implemented at the supplier in August, 2016.

Recall Schedule :

Description of Recall Schedule : Owners will be notified approximately one week after the recall launch to the dealers.

Dealers will be notified of the pending voluntary recall campaign in Q2 2019. A copy of all communications will be provided when available.

Planned Dealer Notification Date : MAY 27, 2019 - MAY 27, 2019

Planned Owner Notification Date : JUN 03, 2019 - JUN 03, 2019

* NR - Not Reported