

# Part 573 Safety Recall Report

# 17V-655

**Manufacturer Name :** Mercedes-Benz USA, LLC.**Submission Date :** MAR 01, 2018**NHTSA Recall No. :** 17V-655**Manufacturer Recall No. :** 2018020002**Manufacturer Information :**

Manufacturer Name : Mercedes-Benz USA, LLC.

Address : 13470 International Parkway  
Jacksonville FL 32218

Company phone : 1-877-496-3691

**Population :**

Number of potentially involved : 3,620

Estimated percentage with defect : 1 %

**Vehicle Information :**

Vehicle 1 : 2016-2016 Mercedes-Benz GLE400 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 166.063 DA6D 16 Vehicles The recall population was determined through production records. The recalled vehicles may have excess bulkhead insulation in the lower area of the windshield.

Production Dates : MAY 04, 2016 - JUL 27, 2016

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 2 : 2016-2016 Mercedes-Benz GLE63 AMG

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 166.074 DA7E 1 Vehicles The recall population was determined through production records. The recalled vehicles may have excess bulkhead insulation in the lower area of the windshield.

Production Dates : MAY 04, 2016 - JUL 27, 2016

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 3 : 2016-2016 Mercedes-Benz GLE350 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 166.058 DA5J 762 Vehicles The recall population was determined through production records. The recalled vehicles may have excess bulkhead insulation in the lower area of the windshield.

Production Dates : MAY 04, 2016 - JUL 27, 2016

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 4 : 2016-2016 Mercedes-Benz GLE63S AMG

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 166.075 DA7F 11 Vehicles The recall population was determined through production records. The recalled vehicles may have excess bulkhead insulation in the lower area of the windshield.

Production Dates : MAY 04, 2016 - JUL 27, 2016

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 5 : 2016-2016 Mercedes-Benz GLE63S AMG Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 292.375 ED7F 7 Vehicles The recall population was determined through production records. The recalled vehicles may have excess bulkhead insulation in the lower area of the windshield.

Production Dates : MAY 04, 2016 - JUL 27, 2016

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 6 : 2017-2017 Mercedes-Benz GLS450 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 166.864 DF6E 1122 Vehicles The recall population was determined through production records. The recalled vehicles may have excess bulkhead insulation in the lower area of the windshield.

Production Dates : MAY 04, 2016 - JUL 27, 2016

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 7 : 2017-2017 Mercedes-Benz GLE550 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 166.873 DF7D 240 Vehicles The recall population was determined through production records. The recalled vehicles may have excess bulkhead insulation in the lower area of the windshield.

Production Dates : MAY 04, 2016 - JUL 27, 2016

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 8 : 2017-2017 Mercedes-Benz GLE63 AMG 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 166.875 DF7F 57 Vehicles The recall population was determined through production records. The recalled vehicles may have excess bulkhead insulation in the lower area of the windshield.

Production Dates : MAY 04, 2016 - JUL 27, 2016

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 9 : 2016-2016 Mercedes-Benz GLE63 AMG Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 292.364 ED6E 258 Vehicles The recall population was determined through production records. The recalled vehicles may have excess bulkhead insulation in the lower area of the windshield.

Production Dates : MAY 04, 2016 - JUL 27, 2016

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 10 : 2016-2016 Mercedes-Benz GLE300d 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : DIESEL

Descriptive Information : 166.004 DA0E 34 Vehicles The recall population was determined through production records. The recalled vehicles may have excess bulkhead insulation in the lower area of the windshield.

Production Dates : MAY 04, 2016 - JUL 27, 2016

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 11 : 2016-2016 Mercedes-Benz GLE400 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 166.056 DA5G 36 Vehicles The recall population was determined through production records. The recalled vehicles may have excess bulkhead insulation in the lower area of the windshield.

Production Dates : MAY 04, 2016 - JUL 27, 2016

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 12 : 2016-2016 Mercedes-Benz GLE350 4MATIC  
Vehicle Type : LIGHT VEHICLES  
Body Style : SUV  
Power Train : GAS

Descriptive Information : 166.057 DA5H 1076 Vehicles The recall population was determined through production records. The recalled vehicles may have excess bulkhead insulation in the lower area of the windshield.

Production Dates : MAY 04, 2016 -JUL 27, 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 vehicles, has determined that on certain GLE, GLS (166 platform) and GLE Coupe vehicles (292 platform) the bulkhead insulation might have been manufactured outside specifications where the excess material extends into the lower area of the windshield. In such a case, the excess insulation might cover the VIN label, and the overlap could affect the windshield bonding.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the excess insulation covers the VIN-label behind the windshield, the VIN may be unreadable. Furthermore, the overlap could affect the lower windshield bonding. If the windshield bonding is affected on the passenger side, in the event of a frontal collision with a passenger airbag deployment, the windshield might not be able to support the deployed airbag as designed. As a consequence, the full protection of the passenger airbag may be impaired, potentially increasing the risk of injury for the front passenger.

Description of the Cause : Due to a production deviation at a supplier, a certain batch of firewall insulations might not meet the requirements.

Identification of Any Warning NR  
that can Occur :

## Supplier Identification :

### Component Manufacturer

Name : HP Pelzer GmbH  
Address : Brauckstr. 51  
Witten FOREIGN STATES 58454  
Country : Germany

## Chronology :

In mid-2016, DAG launched initial investigations based on a finding of a vehicle with a covered VIN-label during an internal quality check. The analysis indicated excess bulkhead insulation in this instance.

In July 2016, a check of plant-vehicles for covered VIN-labels located behind the windshield was initiated. During this check, additional vehicles with covered VIN-labels behind the windshield were identified and reworked.

In October 2016, investigations of the failure mechanism of the covered VIN-label were initiated at the supplier. A production deviation at the supplier was identified.

In early December 2016, additional analyses were initiated, including the determination of potential sizes of excess insulation. The results indicated indefinite sizes of the excess insulation. Therefore, in February 2017, further analyses regarding a potential impairment of the windshield bonding in the area of the VIN-label were initiated.

In April 2017, the test results suggested the windshield bonding in the area of the VIN-label may be affected. Additional analyses of a potential occurrence of insulation on other areas of the lower windshield bonding were initiated.

In June 2017, these analyses indicated a potential effect on the windshield bonding on the passenger side. Further investigations were initiated regarding possible impacts of affected windshield bonding on the passenger side.

In August 2017, the range of potentially affected vehicles was determined by the supplier as well logistics documentation.

In early-October 2017, DAG determined that the passenger-side airbag inflation might be impaired and so a potential safety risk could not be ruled out.

## Description of Remedy :

**Description of Remedy Program :** As a precautionary measure an authorized Mercedes-Benz dealer will check the bulkhead insulation for excess insulation material on the affected vehicles and remove it, if necessary. In the event of compromised windshield bonding, the bonding will be reworked. Pursuant to 49 C.F.R. § 577.11 (e), MBUSA 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 :** Insulation material manufactured to specifications

**Identify How/When Recall Condition was Corrected in Production :** A change in the production procedure of our supplier ensures that this complaint can no longer occur from August 27, 2016 onwards.

## Recall Schedule :

**Description of Recall Schedule :** Dealers will be notified of the voluntary recall campaign in November, 2017. A copy of all communications will be provided when available. Interim owner letters were mailed in December 2017, and final customer letters were mailed in late February, 2018.

Planned Dealer Notification Date : NOV 29, 2017 - FEB 16, 2018

Planned Owner Notification Date : DEC 15, 2017 - FEB 26, 2018

\* NR - Not Reported