

Part 573 Safety Recall Report

18V-840

Manufacturer Name : Mercedes-Benz USA, LLC.

Submission Date : MAY 31, 2019

NHTSA Recall No. : 18V-840

Manufacturer Recall No. : 2019040007



Manufacturer Information :

Population :

Manufacturer Name : Mercedes-Benz USA, LLC.

Number of potentially involved : 7

Address : 13470 International Parkway

Estimated percentage with defect : 1 %

Jacksonville FL 32218

Company phone : 1-877-496-3691

Vehicle Information :

Vehicle 1 : 2019-2019 Mercedes-Benz GLC300

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : 253.948 0G4j 3 vehicles.

The recall population was determined through production records.

Vehicles not affected by the recall have sensors which meet production specifications.

Production Dates : JUL 10, 2018 - JUL 21, 2018

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : Daimler AG ("DAG") has determined that on certain Model Year ("MY") GLC-Class vehicles (253 platforms), an internal sensor within the electric power steering unit might not meet specifications due to a production deviation at a supplier.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the sensor were to fail while driving, the position of the electronic motor within the power steering unit would no longer be detected, resulting in a deactivation of the power steering support. This would increase the risk of a crash.

Description of the Cause : Due to a production deviation at a supplier, a defect of the magnetic sensor cannot be excluded for a certain batch of power steering units.

Identification of Any Warning that can Occur : The customer will be made aware of a deactivation of the power steering support by a warning message in the instrument cluster.

Supplier Identification :

Component Manufacturer

Name : Robert Bosch Automotive Steering GmbH
Address : Richard-Bullinger-Str. 77
Schwäbisch Gmünd FOREIGN STATES 73527
Country : Germany

Chronology :

In August 2018, DAG launched initial investigations based on a declaration of a supplier regarding potential deviations of certain power steering units. A plant campaign was initiated immediately.
In September 2018, further investigations were performed together with the supplier to analyze the failure mode within the production at the supplier.
In October 2018, DAG reviewed logistics documents together with the supplier to determine which steering assemblies might potentially be affected. Further analyses was done to identify potentially affected vehicles.
In November 2018, DAG determined that a failure of the magnetic sensor and therefore a potential safety risk cannot be ruled out

Description of Remedy :

Description of Remedy Program :	As a precautionary measure an authorized Mercedes-Benz dealer will replace the steering unit on the affected vehicles.
	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 :	Vehicles not affected by the recall have sensors which meet production specifications
Identify How/When Recall Condition was Corrected in Production :	A change in the production procedure of our supplier ensures that this issue can no longer occur from August 14, 2018 onwards.

Recall Schedule :

Description of Recall Schedule :	Dealers will be notified of the pending voluntary recall campaign in December 2018. A copy of all communications will be provided when available.
	Owners will be notified via an interim letter in January 2018, and again approximately one week after the recall launch to dealers when parts are available.

Planned Dealer Notification Date : DEC 11, 2018 - NR

Planned Owner Notification Date : JAN 18, 2019 - NR

* NR - Not Reported