

# Part 573 Safety Recall Report

## 19V-219

**Manufacturer Name :** Mercedes-Benz USA, LLC.**Submission Date :** APR 19, 2019**NHTSA Recall No. :** 19V-219**Manufacturer Recall No. :** 2019030020**Manufacturer Information :****Population :**

Manufacturer Name : Mercedes-Benz USA, LLC.

Number of potentially involved : 5

Address : 13470 International Parkway  
Jacksonville FL 32218

Estimated percentage with defect : 100 %

Company phone : 1-877-496-3691

**Vehicle Information :**

Vehicle 1 : 2019-2019 Mercedes-Benz CLA250 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 117.346 SJ4G 1 vehicle

The recall population was determined through production records.

Unaffected vehicles have door locks which meet production specifications.

Production Dates : JUL 18, 2018 - JUL 19, 2018

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2019-2019 Mercedes-Benz CLA250

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 117.344 SJ4E 4 vehicles

The recall population was determined through production records.

Unaffected vehicles have door locks which meet production specifications.

Production Dates : JUL 18, 2018 - JUL 19, 2018

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 CLA-Class vehicles (117 platform) the door locks on the right side might not have been manufactured according to specification.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In this case, it might not be possible to open unlocked doors on the right side by using the outside door handle. In case of a crash, this might complicate the rescue of passengers and increase the risk of injury. The door can be opened from inside at any time.

Description of the Cause : Due to a production deviation at a supplier, an incorrect component might have been mounted in the door lock.

Identification of Any Warning that can Occur : The customer will not receive an advance warning due to the nature of the failure mechanism.

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

Name : Kiekert AG

Address : Hoeseler Platz 2  
Heiligenhaus FOREIGN STATES 42579

Country : Germany

**Chronology :**

In July 2018, DAG became aware of this issue by a notification from the VAN assembly plant in Düsseldorf. Investigations were initiated to determine the scope of this topic. The investigation revealed that the DAG vans as well as the passenger cars divisions had both been supplied with potentially defective door locks. A plant campaign was launched at the respective assembly plants to contain potentially affected vehicles. At this time, the passenger cars assembly plant reported that all affected vehicles had been reworked within the plant. However, some potentially affected van vehicles had already been released to the markets. Investigations for the van vehicles were initiated.

In the context of these investigations, DAG vans division and the supplier were able to identify potential issues arising from an operating lever subcomponent that affected the right side of the vehicles. It was found that when the doors were locked electronically, there were instances in which the right side doors could not be opened from inside and outside the vehicles. This was found to be due to the supplier having utilized operating levers with the wrong geometry for the vehicles in which the door lock assembly was being installed. As a result, the clutch lever did not fall behind the designated driving hook on the operating lever after locking and unlocking.

In October 2018, DAG vans division submitted a Defect Information Report “DIR” for vans vehicles. At the time

of the DIR, DAG's assessment remained that all of the passenger cars potentially equipped with defective door locks had been reworked within the plant.

In November 2018, the assembly plant for passenger cars reported that despite previous statements, some vehicles might have been released into the market without rework.

Because the safety consequence as applied to the vans depended in part on the geometry of the subcomponent and the way in which the assembly was integrated into the vehicle,

## Description of Remedy :

**Description of Remedy Program :** As a precautionary measure an authorized Mercedes-Benz dealer will exchange the door lock 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 :** Door lock with correct operating lever.

**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 July 28, 2018 onwards.

## Recall Schedule :

**Description of Recall Schedule :** Owners will be notified in May 2019, approximately two weeks after recall launch to the dealers.

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

**Planned Dealer Notification Date :** MAR 29, 2019 - NR

**Planned Owner Notification Date :** MAY 03, 2019 - NR

\* NR - Not Reported