

# Part 573 Safety Recall Report

# 19V-586

**Manufacturer Name :** Mercedes-Benz USA, LLC.**Submission Date :** OCT 09, 2019**NHTSA Recall No. :** 19V-586**Manufacturer Recall No. :** NR**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 : 26,584

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2018-2019 Mercedes-Benz C300

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 205.048 WF4J 2301 Vehicles,  
205.083 WF8D 12144 Vehicles

The recall population was determined through production records. Vehicles outside of the affected recall population have mounting brackets manufactured according to current production specifications.

Production Dates : AUG 02, 2018 - JUL 21, 2019

VIN Range 1 : Begin : 55SWF4JB0JU276244 End : 55SWF8EBXKU308152  Not sequential

Vehicle 2 : 2019-2019 Mercedes-Benz C43 AMG 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 205.064 WF6E 1629 Vehicles

The recall population was determined through production records. Vehicles outside of the affected recall population have mounting brackets manufactured according to current production specifications.

Production Dates : AUG 02, 2018 - JUL 21, 2019

VIN Range 1 : Begin : 55SWF4JB0JU276244 End : 55SWF8EBXKU308152  Not sequential

Vehicle 3 : 2018-2019 Mercedes-Benz C300 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 205.049 WF4K 1595 Vehicles,

**Descriptive Information :** 205.084 WF8E 8915 Vehicles

The recall population was determined through production records. Vehicles outside of the affected recall population have mounting brackets manufactured according to current production specifications.

**Production Dates :** AUG 02, 2018 - JUL 21, 2019

**VIN Range 1 : Begin :** 55SWF4JB0JU276244 **End :** 55SWF8EBXKU308152  Not sequential

## Description of Defect :

**Description of the Defect :** Daimler AG (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2018-2019 C-Class vehicles (205 platform) the mounting bracket for the 12V starter battery might not have been manufactured according to current production specification.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** If the battery is not properly secured, it could shift and disconnect the terminals in the event of a crash. If this were to occur, the vehicle’s power supply would be interrupted, impairing different post-crash functionalities that serve to reduce consequential damage and assist in rescuing the occupants according to the type and severity of accident. These potentially impaired functions could include: activation of the Mercedes-Benz emergency call system, activation of hazard warning lights, activation of interior emergency lighting, lowering of the front side windows, opening of the central locking system, and/or raising of the electrically adjustable steering column.

Furthermore, if the battery detaches from the vehicle in a crash, it could become a road hazard, increasing the risk of injury for other road users.

**Description of the Cause :** Due to a production deviation at a supplier, a certain batch of battery mounting brackets might not meet current production specifications.

**Identification of Any Warning that can Occur :** The customer might be made aware of the issue by rattling/knocking noises from the engine compartment during driving..

## Supplier Identification :

### Component Manufacturer

**Name :** Arkal Automotive USA

**Address :** 2490 Innovation Drive  
Auburn ALABAMA 36832

**Country :** United States

**Chronology :**

In mid-January 2019, DAG launched initial investigations based on an information received from its supplier regarding potential deviations in the production process of certain battery mounting brackets. The investigation revealed that the tightening torque of the bolt connection between battery mounting bracket and base plate was too high, potentially leading to cracks in the material of the mounting brackets. Beginning in March 2019, DAG conducted an analysis of the potential for crack propagation in the mounting brackets and if so, the rate and time period it could occur. In April 2019, analyses indicated that the initial cracks might advance further due to loads and vibrations during driving. The cracks might ultimately cause the mounting bracket to break. Beginning in May 2019, DAG considered the potential consequences of a broken mounting bracket. The analysis was focused primarily on the battery mounting bracket's potential behavior during a crash and, if the mounting bracket did fail, the possible impacts on the performance of the battery itself. In parallel, the range of potentially affected vehicles was determined by analyzing supplier documentation. In the beginning of August 2019, DAG determined that 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 battery mounting bracket 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 : Battery mounting brackets manufactured according to specification with correct tightening torque. A2056202802 Halter Batterie

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 2, 2019 onwards.

**Recall Schedule :**

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on August 16, 2019. Owners will be notified of the recall by customer interim letter on October 04, 2019. A copy of all communications will be provided when available.

Planned Dealer Notification Date : AUG 16, 2019 - NR

Planned Owner Notification Date : OCT 04, 2019 - NR

\* NR - Not Reported