

# Part 573 Safety Recall Report

# 19V-587

**Manufacturer Name :** Mercedes-Benz USA, LLC.**Submission Date :** SEP 18, 2019**NHTSA Recall No. :** 19V-587**Manufacturer Recall No. :** 2019080005**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 : 18,392

Estimated percentage with defect : 7 %

**Vehicle Information :**

Vehicle 1 : 2020-2020 Mercedes-Benz GLE450 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 167.159 FB5K 2340 Vehicles

The recall population was determined through production records. Vehicles outside the specified recall population have air conditioning drain hoses installed according to current production specifications.

Production Dates : SEP 05, 2018 - AUG 02, 2019

VIN Range 1 : Begin : 4JGFB4JB6LA002776 End : 4JGFB5KEXLA078435  Not sequential

Vehicle 2 : 2020-2020 Mercedes-Benz GLE350

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 167.148 FB4J 2 Vehicles

The recall population was determined through production records. Vehicles outside the specified recall population have air conditioning drain hoses installed according to current production specifications.

Production Dates : SEP 05, 2018 - AUG 02, 2019

VIN Range 1 : Begin : 4JGFB4JB6LA002776 End : 4JGFB5KEXLA078435  Not sequential

Vehicle 3 : 2020-2020 Mercedes-Benz GLE350 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 167.149 FB4K 15413 Vehicles

The recall population was determined through production records. Vehicles outside the specified recall population have air conditioning drain hoses installed according

to current production specifications.

Production Dates : SEP 05, 2018 - AUG 02, 2019

VIN Range 1 : Begin : 4JGFB4JB6LA002776 End : 4JGFB5KEXLA078435  Not sequential

Vehicle 4 : 2020-2020 Mercedes-Benz GLS450 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 167.959 FF5K 640 Vehicles

The recall population was determined through production records. Vehicles outside the specified recall population have air conditioning drain hoses installed according to current production specifications.

Production Dates : SEP 05, 2018 - AUG 02, 2019

VIN Range 1 : Begin : 4JGFF5KEOLA044444 End : 4JGFF8GEXLA044395  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”) 2020 GLE-Class, GLS-Class vehicles, (167/X167 platform) the air conditioning drain hoses might be incorrectly installed in the vehicle. In this case, condensation water from the air conditioning might enter the passenger compartment.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If a significant volume of condensation water enters the driver and passenger side footwells, it might cause corrosion and/or short circuits to the electrical components installed in this area potentially which could lead to a short circuit, thereby increasing the risk of fire. In addition, the performance of other features of the vehicle could be affected. For example, the automatic emergency call (eCall) might not be available; the vehicle might not be able to be unlocked and/or started; and the engine limp-home mode might be activated during driving.

The impact on these features could increase the potential risk of injury or a crash.

Description of the Cause : Due to a deviation in the assembly process, the air conditioning drain hoses might not have been installed according to current production specifications. As a result, the tightness of the connection cannot be ensured.

Identification of Any Warning that can Occur : The customer might observe wet carpets in the front footwells, and fogged windows.

## Supplier Identification :

**Component Manufacturer**

Name : NR  
Address : NR  
NR  
Country : NR

**Chronology :**

In the end of May 2019, DAG launched initial investigations based on several individual reports from the field describing varying instances in which customers described water ingress into the passenger compartment. Upon analysis of the vehicles in the workshops, loose air conditioning drain hoses were found. In June 2019, analyses in the vehicle assembly plant were conducted in order to identify whether there were any vehicles at the plant that may have loose drain hoses as well as to determine potential root causes for the loose drain hoses observed in the field. In parallel, the potentially affected vehicles were determined. In July 2019, DAG conducted an analysis of the potential effects of water ingress into the passenger compartment due to the manner in which the drain hoses were installed in the vehicles DAG had observed. 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 check the air conditioning drain hoses and rework, if necessary.

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 : Correctly mounted air conditioning drain hoses.

Identify How/When Recall Condition was Corrected in Production : A change in the assembly processes ensures that this issue can no longer occur from August 3, 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 approximately one week after recall launch to the dealers on September 6, 2019. A copy of all communications will be provided when available.

Planned Dealer Notification Date : AUG 16, 2019 - NR

Planned Owner Notification Date : SEP 06, 2019 - NR

\* NR - Not Reported