

Part 573 Safety Recall Report

19V-822

Manufacturer Name : Mercedes-Benz USA, LLC.**Submission Date :** DEC 12, 2019**NHTSA Recall No. :** 19V-822**Manufacturer Recall No. :** 2019110014**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

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2019 Mercedes-Benz GLC300 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 253.949 0G4K 1 Vehicle

The recall population was determined through production records. Vehicles outside of the recall population have a soldered connection between the power steering control unit and electrical motor that meets current production specifications.

Production Dates : NOV 23, 2018 - DEC 04, 2018

VIN Range 1 : Begin : WDC0G4JB8KF573404 End : WDC0G4KB1KF579138 Not sequential

Vehicle 2 : 2019-2019 Mercedes-Benz GLC300

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 253.948 0G4J 2 Vehicles

The recall population was determined through production records. Vehicles outside of the recall population have a soldered connection between the power steering control unit and electrical motor that meets current production specifications.

Production Dates : NOV 23, 2018 - DEC 04, 2018

VIN Range 1 : Begin : WDC0G4JB8KF573404 End : WDC0G4KB1KF579138 Not sequential

Description of Defect :

Description of the Defect : Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2019 GLC-Class vehicles (253 platform), the soldered contacts between the control unit and the electric motor of the power steering might not meet current production specification thereby not ensuring a permanent electrical connection.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the contact pins are not soldered according to current production specifications, the control unit and the electric motor could lose complete electrical connection, resulting in the loss of the electric power steering assist, and increasing the risk of a crash.

Description of the Cause : Due to a process deviation at a supplier, the soldered connection of the contact pins in certain power steering control units might not meet current production specifications

Identification of Any Warning that can Occur : The customer is made aware of the issue 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 :

At the end of May 2019, MBAG received a single field report outside the US regarding a customer complaint relating to the vehicle’s power steering assist and requested the affected part in order to start an investigation. At the end of June 2019, MBAG received a second field report outside the US regarding a customer complaint relating to a similar issue. MBAG also requested the part of this complaint vehicle. These parts were analyzed together with the supplier. It was found that the soldering of the pins on the retrieved electric power steering control units was impaired, resulting in an intermittent interruption of the electrical contract. In parallel, MBAG received a field report from the US regarding a customer complaint relating to this issue in mid-September, 2019. Further analysis was initiated to determine the cause of the impairment of the soldering. The investigations indicated a deviation in the production process of the supplier during an isolated period of time in which it was possible for a worker to interfere with the automated production process. The supplier then reviewed all soldering records from the affected production period regarding control modules with insufficiently soldered pins manufactured for MBAG passenger cars. MBAG reviewed production records in

order to match the potentially defective steering racks to the respective vehicles. On November 8, 2019, MBAG determined that a potential safety risk could not be ruled out.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer will replace the electric power steering control 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 none of the involved vehicles would have been previously subject to the condition described and all remain covered under the new vehicle warranty.

How Remedy Component Differs from Recalled Component : Vehicles equipped with electric power steering control units with correctly welded pins.

Part Nos.
A005 990 47 50 - Nut
A140 990 09 58 - Nut
A205 628 19 00 – Mounting Plate
A210 990 06 04 - Screw
A253 460 01 01 – Steering Gear

Identify How/When Recall Condition was Corrected in Production : The process deviation that caused the described issue at the supplier was no longer present from Dec 05, 2018 onwards.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on November 22, 2019. Owners will be notified of the voluntary recall campaign approximately one week after launch to the dealers on January 14, 2020. A copy of all communications will be provided when available.

Planned Dealer Notification Date : NOV 22, 2019 - NR

Planned Owner Notification Date : JAN 14, 2020 - NR

* NR - Not Reported