

Part 573 Safety Recall Report

20V-430

Manufacturer Name : Mercedes-Benz USA, LLC.

Submission Date : AUG 28, 2020

NHTSA Recall No. : 20V-430

Manufacturer Recall No. : 2020080010



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 : 1

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2020 Mercedes-Benz GLE 350

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : MY2020 GLE350 1 Vehicle. The recall population was determined through production records. Unaffected vehicles have been reworked.

Production Dates : NOV 08, 2019 - NOV 08, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : Mercedes-Benz AG, ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on a certain Model Year ("MY") 2020 GLE vehicle (167 platform), one of four bolts securing the driver's seat might not have been installed according to current production specification.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In case of a crash, one of the four incorrectly fastened bolts might fail which could lead to the displacement of the seat and the occupant, thereby increasing the risk of injury to the driver.

Description of the Cause : Due to a production deviation in the vehicle assembly plant, a bolt securing the driver's seat might not meet manufacturing specifications.

Identification of Any Warning that can Occur : The customer may be made aware of the issue by noises from the seat mounting locations while driving or when entering or leaving the vehicle.

Involved Components :

Component Name 1 : Mounting Console

Component Description : NR

Component Part Number : A 167 610 86 03

Component Name 2 : Crossmember, Driver Seat

Component Description : NR

Component Part Number : A 167 610 21 03

Component Name 3 : Cap

Component Description : NR

Component Part Number : A 000 998 14 00

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

In November 2019, MBAG launched initial investigations based on a report from the plant regarding a deviation in the production process. Further analysis determined that a non-approved rework on the seat fixation was performed on the potentially affected vehicles. At that point of time, it was believed that all potentially affected vehicles could still be reworked before sale to customers. In addition, the detailed consequences of the deviation were analyzed.

During a review of rework status of the potentially affected vehicles, it was ultimately determined that one vehicle was already sold to a customer before the rework was performed.

In July 2020, MBAG determined that a potential safety risk cannot be ruled out for this one vehicle.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer will check the bolts securing the driver's seat of the affected vehicle 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 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 : Bolts of seat mounts according to specification

Identify How/When Recall Condition was Corrected in Production : A change in the rework process of the assembly plant ensures that this issue can no longer occur from Nov 11, 2019 onwards.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on July 31, 2020. Owners will be notified of the voluntary recall campaign approximately one week after launch to the dealers on August 28, 2020. A copy of all communications will be provided when available.

Planned Dealer Notification Date : JUL 31, 2020 - NR

Planned Owner Notification Date : AUG 31, 2020 - NR

* NR - Not Reported