

Part 573 Safety Recall Report

20V-627

Manufacturer Name : Mercedes-Benz USA, LLC.

Submission Date : NOV 13, 2020

NHTSA Recall No. : 20V-627

Manufacturer Recall No. : 2020100020



Manufacturer Information :

Population :

Manufacturer Name : Mercedes-Benz USA, LLC.

Number of potentially involved : 2

Address : 13470 International Parkway

Estimated percentage with defect : 100 %

Jacksonville FL 32218

Company phone : 1-877-496-3691

Vehicle Information :

Vehicle 1 : 2020-2020 Mercedes-Benz GLE350

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020 GLE-Class 2 vehicles. Recall population was determined through production records. Vehicles outside of the recall population have a drive shaft with a correctly mounted locking ring.

Production Dates : APR 20, 2018 - NOV 01, 2018

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 certain Model Year ("MY") 2020 GLE-Class vehicles (167 platform), the connection of the locking ring between the front and rear part of the drive shaft might not have been mounted according to current production specifications.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : As a result, the front and rear sections of the drive shaft might not be secured in their specified position. While a loss of parts can be ruled out in this scenario, the transfer case could disconnect from the rear axle differential and lead to a vehicle stall, increasing the risk of a crash.

Description of the Cause : Due to a process deviation at a supplier, the locking ring on a certain batch of drive shafts might not have been mounted as specified.

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

Involved Components :

Component Name 1 : Drive Shaft

Component Description : Drive Shaft

Component Part Number : A1674105603

Component Name 2 : Drive Shaft

Component Description : Drive Shaft

Component Part Number : A1674106003

Supplier Identification :**Component Manufacturer**

Name : IFA Charleston

Address : 9770 Patriot Blvd
Ladson SOUTH CAROLINA 29456

Country : United States

Chronology :

In June 2020, MBAG's product regulatory group was informed that certain vehicles with an out of specification locking ring on the drive shaft might not have been reworked prior to departing the production facility. An investigation was initiated to understand if vehicles had in fact left the production facility without being inspected and reworked. The investigation found that the issue was initially identified in July 2018, when during an internal test drive a testing vehicle stalled while driving. In September 2018, it was found for this particular vehicle that the front and rear part of the drive shaft separated. Thereafter, it was found that during the supplier's routine maintenance, the process to monitor and ensure the engagement of the locking ring was outside current production specifications and had not been readjusted.

Following the review of the supplier's practices, it was decided in October 2018 to conduct a plant action to rework all vehicles that had been built up to this point.

When the internal review resumed in 2020, the company found that while almost all of the affected vehicles were used for internal testing and remained within the company's control, a small number of vehicles had left the production facility without being reworked.

On October 02, 2020, MBAG decided to conduct a recall.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer will replace the drive shaft 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 : The remedy component is produced according to specification.
Drive Shaft - A 167 410 56 03
Drive Shaft - A 167 410 60 03

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 November 12, 2018 onwards.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on October 16, 2020. Owners will be notified of the voluntary recall campaign approximately one week after launch to the dealers on December 8, 2020.
A copy of all communications will be provided when available.

Planned Dealer Notification Date : OCT 16, 2020 - NR

Planned Owner Notification Date : DEC 08, 2020 - NR

* NR - Not Reported