

Part 573 Safety Recall Report

20V-651

Manufacturer Name : Mercedes-Benz USA, LLC

Submission Date : DEC 11, 2020

NHTSA Recall No. : 20V-651

Manufacturer Recall No. : 2020110012



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 : 2,533

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2020 Mercedes-Benz GLC300

Vehicle Type : LIGHT VEHICLES

Body Style : UNKNOWN

Power Train : GAS

Descriptive Information : MY2020 Mercedes-Benz GLC300 2106 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have steering control unit wiring harnesses that have been produced according to current production specifications.

Production Dates : DEC 12, 2019 - MAR 13, 2020

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2020-2020 Mercedes-Benz GLC350e

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : HYBRID ELECTRIC

Descriptive Information : MY2020 Mercedes-Benz GLC350e 34 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have steering control unit wiring harnesses that have been produced according to current production specifications.

Production Dates : DEC 12, 2019 - MAR 13, 2020

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 3 : 2020-2020 Mercedes-Benz GLC43 AMG

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : MY2020 Mercedes-Benz GLC43 AMG 350 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have steering control unit wiring harnesses that have been produced according to current production specifications.

Production Dates : DEC 12, 2019 - MAR 13, 2020

VIN Range 1 : Begin : NR End : NR

☐ Not sequential

Vehicle 4 : 2020-2020 Mercedes-Benz GLC63 AMG

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : MY2020 Mercedes-Benz GLC63 AMG 43 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have steering control unit wiring harnesses that have been produced according to current production specifications.

Production Dates : DEC 12, 2019 - MAR 13, 2020

VIN Range 1 : Begin : NR End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020 GLC-Class (253 platform) vehicles, the power steering control unit wiring harness might have been damaged during the production process.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A damaged wiring harness could lead to moisture ingress into the wiring harness and/or the power steering control unit, resulting in a loss of the power steering assist, which could increase the risk of a crash. In addition, a damaged wiring harness could result in a short circuit which could increase the risk of a fire.

Description of the Cause : Due to a production deviation at a supplier, a certain batch of wiring harnesses might have been damaged.

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 : Electric Wiring Harness

Component Description : Electric Wiring harness

Component Part Number : A2535405521

Supplier Identification :

Component Manufacturer

Name : DEE Dräxlmaier Elektrik

Address : Landshuter Straße 100
Vilsbiburg Foreign States 84137

Country : Germany

Chronology :

In January 2020, MBAG launched initial investigations based on a finding on an internal vehicle that experienced a loss of the electric power steering assist. It was found that this vehicle had a damaged wiring harness which allowed moisture ingress into the wiring harness. The moisture subsequently entered into the steering control unit which resulted in the loss of the electric power steering assist. An analysis was initiated with the supplier. The initial results of the analysis indicated a deviation in the cutting process of the wiring harness at the supplier.

Further investigations were started to understand whether there was a more widespread possibility for damage to other wiring harnesses and if so, the extent of potential damage on the wiring harness and possibility of moisture ingress. During this process, the production plant reported additional vehicles that were found to have experienced a loss of electric power assist. MBAG reviewed its warranty claims and other field data and did not find any reports that were potentially related to this issue.

Please see chronology supplement

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer will check the wiring harness of the steering control unit on the affected vehicles and replace it, 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 : Wiring harness of the steering control unit manufactured according to specification.

Electric wiring harness - A2535409832

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 May 19, 2020 onwards.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on October 30, 2020. Owners will be notified of the voluntary recall campaign approximately one week after launch to the dealers on December 11, 2020. A copy of all communications will be provided when available.

Planned Dealer Notification Date : OCT 30, 2020 - NR

Planned Owner Notification Date : DEC 11, 2020 - NR

* NR - Not Reported