

Part 573 Safety Recall Report

20V-776

Manufacturer Name : Mercedes-Benz USA, LLC

Submission Date : DEC 11, 2020

NHTSA Recall No. : 20V-776

Manufacturer Recall No. : NR



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 : 2,563

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2018-2020 Mercedes-Benz GLC 63

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2018-2020 GLC 63 4MATIC 2,563 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population have the proper screw connection of the power supply on the starter according to specification.

Production Dates : FEB 19, 2020 - MAR 17, 2020

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") 2018-2020 GLC-Class vehicles (253 platform), the power supply cable on the starter might not have been installed according to production specification and in certain conditions could contact the starter housing.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In the event of an incorrect screw connection, the power supply cable to the starter might contact the starter housing. Over time this could lead to chafing of the wire insulation on the power supply cable due to relative movements, which could result in a short circuit.

Depending on the nature of the short circuit, different vehicle functions may be affected, and stalling of the vehicle, which could increase the risk of a crash, or a risk of fire cannot be ruled out.

Description of the Cause : Due to a production deviation, the screw connection of the positive cable on the starter might not have been installed according to specification.

Identification of Any Warning that can Occur : The customer will not receive an advance warning.

Involved Components :

Component Name 1 : Electrical Wiring Harness

Component Description : Electrical Wiring Harness

Component Part Number : A2135400727

Component Name 2 : Exchange Starter Motor

Component Description : Exchange Starter Motor

Component Part Number : A2789060700

Supplier Identification :

Component Manufacturer

Name : Mercedes-Benz AG

Address : NR

NR

Country : NR

Chronology :

In June 2018, MBAG identified a single internal vehicle that would not start. The vehicle was repaired, enhanced training conducted, and work measures were implemented. In late 2018, MBAG received a warranty claim from a vehicle outside the US market that contained only a general description of an issue with the starter harness. In January 2020, MBAG learned of a small number of instances in various markets throughout the world where customers had reported that their parked vehicles would not start because of drained batteries. In one instance, a customer had reported that the vehicle was unable to restart at a traffic light after a start/stop shut off of the motor. In January 2020, MBAG learned of an instance outside of the US market, where the customer reported smoke from the engine compartment. This issue could originally not explicitly be attributed to the starter harness power supply. MBAG initiated an analysis of these reports. During the investigation, it was found that because of the particular dimensions of the engine compartment for the AMG models, depending on how the starter cable is installed, it had the potential to contact the starter housing. The production processes for installing the screw connection on the starter cable was adjusted in January 2020 as a precautionary measure and vehicles at the plant were inspected and reworked if necessary. In Spring 2020,

MBAG operations were restricted due to the COVID-19 pandemic. MBAG continued to analyze the potential consequences of a starter harness that came into contact with the starter housing and the likelihood of occurrence. During this analysis in November 2020 MBAG concluded that it cannot be ruled out that the instance in which the customer reported smoke from the engine compartment could be related to the power supply cable contact with the housing. On December 4, 2020, MBAG determined a potential safety risk could not be ruled out and decided to conduct a recall.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer will check the affected vehicles and install the starter harness according to specification, 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 : None.

Identify How/When Recall Condition was Corrected in Production : A change in the production procedure in the production plant ensures that this issue can no longer occur from Jan 22, 2020 onwards.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on December 18, 2020. Owners will be notified of the voluntary recall campaign approximately one week after launch to the dealers on February 9, 2021. A copy of all communications will be provided when available.

Planned Dealer Notification Date : DEC 18, 2020 - NR

Planned Owner Notification Date : FEB 09, 2021 - NR

* NR - Not Reported