

Part 573 Safety Recall Report

21V-229

Manufacturer Name : Mercedes-Benz USA, LLC**Submission Date :** JUL 23, 2021**NHTSA Recall No. :** 21V-229**Manufacturer Recall No. :** 2021060001**Manufacturer Information :****Population :**

Manufacturer Name : Mercedes-Benz USA, LLC

Number of potentially involved : 4,992

Address : 13470 International Parkway

Estimated percentage with defect : 27 %

Jacksonville FL 32218

Company phone : 1-877-496-3691

Vehicle Information :

Vehicle 1 : 2017-2018 Mercedes-Benz AMG GLA45

Vehicle Type : LIGHT VEHICLES

Body Style : STATIONWAGON

Power Train : GAS

Descriptive Information : Mercedes-Benz 2017-2018 AMG GLA45 28 Vehicles

The recall population was determined through production records.

Vehicles outside of the recall population have the steering shaft manufactured according to current production specifications

Production Dates : NOV 30, 2016 - FEB 28, 2017

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2017-2018 Mercedes-Benz GLA250

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2017-2018 GLA250 4173 Vehicles

The recall population was determined through production records.

Vehicles outside of the recall population have the steering shaft manufactured according to current production specifications

Production Dates : NOV 30, 2016 - FEB 28, 2017

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 3 : 2017-2017 Mercedes-Benz CLA250

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2017 CLA250 567 Vehicles

The recall population was determined through production records.

Vehicles outside of the recall population have the steering shaft manufactured according to current production specifications

Production Dates : NOV 30, 2016 - FEB 28, 2017

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 4 : 2017-2017 Mercedes-Benz B250e

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : HYBRID ELECTRIC

Descriptive Information : Mercedes-Benz 2017 B250e 174 Vehicles.

The recall population was determined through production records.

Vehicles outside of the recall population have the steering shaft manufactured according to current production specifications.

Production Dates : NOV 30, 2016 - FEB 28, 2017

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 5 : 2017-2018 Mercedes-Benz AMG CLA45

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2017-2018 AMG CLA45 50 Vehicles

The recall population was determined through production records.

Vehicles outside of the recall population have the steering shaft manufactured according to current production specifications

Production Dates : NOV 30, 2016 - FEB 28, 2017

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") 2017-2018 CLA-Class (117 platform), GLA-Class (156 platform), and B-Class (242 platform) vehicles, the bore hole in the steering shaft for the universal joint bearing might not meet current production specifications.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In this case, small movement between the universal joint bearing and the bore hole in the steering shaft might occur. Over time, this play could increase and lead to noises and an imprecise steering feel.
If the symptoms are not recognized over a longer period, the bearing could separate from the universal joint. In this case, the ability to steer the vehicle would be impaired, which could increase the risk of a crash.

Description of the Cause : Due to a deviation in the production process at a supplier, certain steering shafts might not meet current production specifications.

Identification of Any Warning that can Occur : Before the issue occurs the customer may be made aware of the issue by noises or an imprecise steering feel.

Involved Components :

Component Name 1 : Steering Shaft

Component Description : Screw steering spindle below to steering spindle above

Component Part Number : A0009909118

Component Name 2 : Steering Shaft

Component Description : Screw

Component Part Number : A0009909718

Component Name 3 : Steering Shaft

Component Description : lower steering shaft LL

Component Part Number : A2464600409

Component Name 4 : Steering Shaft

Component Description : lower steering spindle RL

Component Part Number : A2464600509

Supplier Identification :

Component Manufacturer

Name : Willi Elbe GmbH & Co. KG

Address : Sandfeld 20
Rippershausen Foreign States 98639
Country : Germany

Chronology :

At the beginning of 2017, MBAG started its initial investigation due to a complaint at the production plant. During the end of line testing of a vehicle, noises occurred from the steering shaft. During the investigation of the incident, all internally and externally stored components were immediately checked. During the inspection, which covered a very large number of parts, no further affected part was identified. As there were no indications that further affected parts could exist, the investigation was concluded and the incident was classified as an isolated occurrence.

In July 2020, MBAG became aware of a customer complaint in which the bearing separated from the steering shaft. The vehicle was parking at a slow speed at the time and no accident or other damage occurred in connection with this incident.

The component was recovered for a detailed investigation and in September 2020, the supplier reported that it could be the same issue as in 2017.

Between October and March 2020, further analysis and statistical calculations were carried out on the probability of a failure and also possible driving conditions in which a failure could occur. The analysis indicates that a possible failure would occur at low speed as the steering forces are highest under this driving condition. This is confirmed by the driving condition of the know field case. In parallel, the potentially affected steering shafts were identified, which were installed in various platforms and plants worldwide.

On March 26, 2021, MBAG determined that a potential safety risk cannot be completely ruled out and decided to conduct a recall.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer will check the steering shaft on the affected vehicles and replace it, if necessary.

Pursuant to 49 C.F.R. § 577.11(e), MBUSA does plan to provide notice about pre-notice reimbursement to owners since some of the involved vehicles would have been previously subject to the condition described and customers who have already paid to have this recall condition corrected may be eligible to receive reimbursement.

How Remedy Component Differs from Recalled Component : Steering shaft produced according to specifications
Remedy Part No:
Screw steering spindle below to steering spindle above A0009909118
Screw A0009909718
lower steering shaft LL A2464600409
lower steering spindle RL A2464600509

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 July 17, 2017 onwards.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on April 9, 2021. Owners will be notified of the voluntary recall campaign by an interim letter on April 30, 2021. A final owner notification mailed on July 23, 2021 . A copy of all communications will be provided when available.

Planned Dealer Notification Date : APR 09, 2021 - NR

Planned Owner Notification Date : APR 30, 2021 - NR

* NR - Not Reported