

Part 573 Safety Recall Report

21V-832

Manufacturer Name : Mercedes-Benz USA, LLC**Submission Date :** JAN 11, 2022**NHTSA Recall No. :** 21V-832**Manufacturer Recall No. :** 2021110007**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 : 23

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2021-2021 Mercedes-Benz GLE 350

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021 GLE 350 6 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have rear window bonding according to current production specifications.

Production Dates : APR 29, 2021 - APR 30, 2021

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2021-2021 Mercedes-Benz GLE 580

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021 GLE 580 1 vehicle. The recall population was determined through production records. Vehicles outside of the recall population have rear window bonding according to current production specifications.

Production Dates : APR 29, 2021 - APR 30, 2021

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 3 : 2021-2021 Mercedes-Benz GLS 450

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021 GLS 450 9 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have rear window bonding according to current production specifications.

Production Dates : APR 29, 2021 - APR 30, 2021

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 4 : 2021-2021 Mercedes-Benz AMG GLS 63 S

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021 GLS 63 S 2 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have rear window bonding according to current production specifications.

Production Dates : APR 29, 2021 - APR 30, 2021

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 5 : 2021-2021 Mercedes-Benz AMG GLE 53

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021 AMG GLE 53 3 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have rear window bonding according to current production specifications.

Production Dates : APR 29, 2021 - APR 30, 2021

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 6 : 2021-2021 Mercedes-Benz AMG GLE 63 S

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021 AMG GLE 63 S 1 vehicle. The recall population was determined through production records. Vehicles outside of the recall population have rear window bonding according to current production specifications.

Production Dates : APR 29, 2021 - APR 30, 2021

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 7 : 2021-2021 Mercedes-Benz GLS 580

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021 GLE 580 1 vehicle. The recall population was determined through production records. Vehicles outside of the recall population have rear window bonding according to current production specifications.

Production Dates : APR 29, 2021 - APR 30, 2021

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") 2021 GLE and GLS vehicles (167 platform) the rear window bonding might not meet specifications.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Insufficient adhesion of the rear window to the tailgate may result in the rear window detaching, thus increasing the risk of a crash for the ensuing vehicles.

Description of the Cause : The bonding of the rear window might not meet specifications since the necessary activator might not have been applied during assembly in the production plant.

Identification of Any Warning that can Occur : Before the issue occurs, the customer might notice wind noises from the rear window.

Involved Components :

Component Name 1 : Rear Window

Component Description : Rear Window

Component Part Number : A1677400201

Component Name 2 : Rear Window

Component Description : Rear Window

Component Part Number : A1677401800

Component Name 3 : Rear Window

Component Description : Rear Window

Component Part Number : A1677402000

Supplier Identification :

Component Manufacturer

Name : Mercedes-Benz AG

Address : NR

Foreign States

Country : Germany

Chronology :

In May 2021, MBAG launched initial investigations based on observations in the production plant describing a deviation in the rear window bonding process. These investigations indicated that certain personnel might not have applied the glass activator on the rear window as required. Analysis regarding the potential consequences of omitting the activator was started.

In July 2021 this analysis showed that a missing glass activator, as one of two pre-treatment components, might lead to an impairment of the adhesion of the rear window.

In September 2021, the range of potentially affected vehicles was identified.

In October 2021, MBAG determined that a potential safety risk could not be ruled out and decided to conduct a recall.

Description of Remedy :

Description of Remedy Program : As a precautionary measure, an authorized Mercedes-Benz dealer will replace the rear window 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 : Rear window bonding according to specifications. Remedy part numbers:
A0009894905
A1677400201
A1677401800

A1677402000

Identify How/When Recall Condition was Corrected in Production : A change in the production procedure in the assembly plant ensures that this issue can no longer occur from May 03, 2021 onwards.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on October 29th, 2021.
Owners will be notified of the voluntary recall campaign starting December 08, 2021.
A copy of all communications will be provided when available.

Planned Dealer Notification Date : OCT 29, 2021 - NR

Planned Owner Notification Date : DEC 08, 2021 - NR

* NR - Not Reported