

# Part 573 Safety Recall Report

# 21V-909

**Manufacturer Name :** Mercedes-Benz USA, LLC**Submission Date :** NOV 19, 2021**NHTSA Recall No. :** 21V-909**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 :** 17  
**Estimated percentage with defect :** 100 %

**Vehicle Information :****Vehicle 1 :** 2021-2021 Mercedes-Benz GLE450**Vehicle Type :** LIGHT VEHICLES**Body Style :** SUV**Power Train :** GAS**Descriptive Information :** Mercedes-Benz MY21 GLE-Class 1 Vehicle

The recall population was determined through production records. Vehicles outside of the recall population have electric heater grounding bolt torqued according to current production specifications.

**Production Dates :** NOV 24, 2020 - DEC 02, 2020**VIN Range 1 : Begin :** NR **End :** NR Not sequential**Vehicle 2 :** 2021-2021 Mercedes-Benz AMG GLE53**Vehicle Type :** LIGHT VEHICLES**Body Style :** SUV**Power Train :** GAS**Descriptive Information :** Mercedes-Benz MY21 AMG GLE-Class 16 vehicles

The recall population was determined through production records. Vehicles outside of the recall population have electric heater grounding bolt torqued according to current production specifications.

**Production Dates :** NOV 24, 2020 - DEC 02, 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”) 2021 GLE-Class (V167 platform) vehicles, the bolts used for the ground connection on the electric heater in the passenger-side footwell might not have been tightened according to current torque specifications.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the bolt of the ground connection is not tightened according to current torque specifications, the contact resistance and temperature may increase due to high electrical currents in the electric heater. As a result, the risk of fire cannot be ruled out.

Description of the Cause : Due to a deviation in the production process, the grounding bolting of the electric heater located in the passenger-side footwell might not meet current specifications.

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

**Involved Components :**

Component Name 1 : ADDITIONAL HEATER

Component Description : ADDITIONAL HEATER

Component Part Number : A1678307503

**Supplier Identification :****Component Manufacturer**

Name : Mercedes-Benz AG

Address : NR

Foreign States

Country : Germany

**Chronology :**

In the beginning of December 2020, MBAG launched initial investigations based on a finding in the production plant that the tightening torque of a ground bolt was not being fastened according to specifications. MBAG determined that, in the end of November 2020, the plant implemented a change in the electric screwdriver

system for the ground bolting of the electric heater. As a precautionary measure, the installation processes of the ground connection was adjusted and the employees were trained on the appropriate torque specifications. MBAG also initiated a plant rework campaign to inspect and rework (tighten grounding bolts in accordance with torque specifications), where necessary and all vehicles manufactured after the electric screwdriver system change and until MBAG discovered the issue in December 2020.

Affected vehicles were reworked in the plant until February 2021. From March 2021 onwards, MBAG reviewed production records to confirm that all potentially affected vehicles were not documented as reworked. An additional review of records associated with all reworked vehicles, and those that still require reworking in accordance with specifications, has also been initiated.

Between May and October 2021, MBAG conducted investigations to identify potentially affected vehicles and to determine the potential safety effect of the untightened ground bolting. The affected electrical heater is not required equipment and due to its location under the passenger-side footwell, there is no risk of direct contact with vehicle occupants.

Up to November 2021, no field complaints or other reports associated with the described issue above were received.

However, on November 12, 2021, MBAG determined that the potential safety risk described above 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 ground connection on the affected vehicles and rework, 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 :** A grounding bolt of the electric heater torqued according to current production specifications.  
Remedy Part No: ADDITIONAL HEATER A1678307503

**Identify How/When Recall Condition was Corrected in Production :** A change in the production procedure in the vehicle plant ensures that this issue can no longer occur from December 03, 2020 onwards.

## Recall Schedule :

**Description of Recall Schedule :** Dealers will be notified of the pending voluntary recall campaign on November 29, 2021. Owners will be notified of the voluntary recall campaign on or before January 18, 2021.  
A copy of all communications will be provided when available.

**Planned Dealer Notification Date :** NOV 29, 2021 - NR

**Planned Owner Notification Date :** JAN 18, 2022 - NR

\* NR - Not Reported