

Part 573 Safety Recall Report

22V-494

Manufacturer Name : Mercedes-Benz USA, LLC

Submission Date : AUG 12, 2022

NHTSA Recall No. : 22V-494

Manufacturer Recall No. : 2022080001



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 : 1,168

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2020 Mercedes-Benz GLC350E4

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : HYBRID ELECTRIC

Descriptive Information : Mercedes-Benz 2020 GLC-Class 1168 Vehicles

The recall population was determined through production records.

Vehicles outside of the recall population have the wiring harness length and the assembly process meet current production specifications.

Production Dates : MAY 20, 2019 - MAY 27, 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") 2020 GLC-Class (253 platform) 4-Matic vehicles, the routing of the transmission wiring harness might not meet current production specifications.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In these vehicles, mis-positioning of the transmission wiring harness could result in contact with the front drive shaft. Over time, chafing could potentially occur, and result in loss of vehicle propulsion while driving which could potentially increase the risk of a crash.

Description of the Cause : Due to deviations in the wiring harness length and the assembly process, the transmission wiring harness may contact the front drive shaft, and chafe.

Identification of Any Warning : If the failure occurs, the driver would be made aware through a warning message in the instrument cluster.

Involved Components :

Component Name 1 : transmission wiring harness

Component Description : transmission wiring harness

Component Part Number : A2135409837

Component Name 2 : (LHD) electric wiring harness

Component Description : (LHD) electric wiring harness

Component Part Number : A2535408921

Component Name 3 : (RHD) electric wiring harness

Component Description : (RHD) electric wiring harness

Component Part Number : A2535409021

Supplier Identification :**Component Manufacturer**

Name : Mercedes-Benz AG

Address : NR

Foreign States

Country : Germany

Chronology :

In September 2020, Mercedes-Benz AG learned of an isolated customer complaint (outside the US) about propulsion loss while driving. No damages or personal injuries were reported. As of the date of this report, there have been no customer complaints or field reports of this phenomenon in the United States.

In October and November 2020, MBAG received similar complaints regarding GLC-Class (platform 253) vehicles and started an investigation.

In December 2020, MBAG implemented a production quality gate to double-check the wiring harness installations in the two plants that produce GLC-Class (platform 253) .

From January through March 2021, Mercedes-Benz began to receive similar complaints regarding E-Class (platform 213) vehicles. During the same period, new complaints were received regarding GLC-Class (platform 253). MBAG began to investigate possible commonalities between the reported failures of two different platforms that are manufactured at three different plants. MBAG also asked the wiring harness supplier to analyze any possible cause involving the wiring harness.

In late April 2021, MBAG ensured correct potential wiring harness installation by making adjustments to the manufacturing process for both platforms.

In the summer of 2021, MBAG continued investigations into the potential root cause, and the number of the potentially affected vehicles.

Investigations of the possible root cause, and potentially affected generations of transmissions vehicles continued into early 2022.

In February 2022, MBAG identified the root cause of the reported propulsion loss as an error in the installation of the wiring harness.

From March through June 2022, MBAG analyzed the potential effect of the transmission wiring harness production deviation on vehicle safety, and identified potentially affected vehicles.

On July 1st 2022, MBAG determined that a potential safety risk cannot be ruled out and decided to conduct a recall of potentially affected vehicles.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer, will check the transmission wiring harness 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 : The wiring harness length and the assembly process meet current production specifications.

Remedy Parts:
A2135409837 - transmission wiring harness
A2535408921 - (LHD) electric wiring harness
A2535409021 - (RHD) electric wiring harness
A007989078508 - fabric tape
A0009829210 - cable connector

Identify How/When Recall Condition was Corrected in Production : A change in the production process ensured that the installation deviation could no longer occur from June 07, 2021 forward.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on July 15, 2022. Owners will be notified of the voluntary recall campaign before September 9, 2022.

A copy of all communications will be provided when available.

Planned Dealer Notification Date : JUL 15, 2022 - NR

Planned Owner Notification Date : SEP 09, 2022 - NR

* NR - Not Reported