

# Part 573 Safety Recall Report

# 23V-177

**Manufacturer Name :** Mercedes-Benz USA, LLC**Submission Date :** MAY 01, 2023**NHTSA Recall No. :** 23V-177**Manufacturer Recall No. :** 2023030014 & 15**Manufacturer Information :****Population :**

Manufacturer Name : Mercedes-Benz USA, LLC

Number of potentially involved : 61,450

Address : 13470 International Parkway

Estimated percentage with defect : 100 %

Jacksonville FL 32218

Company phone : 1-877-496-3691

**Vehicle Information :**

Vehicle 1 : 2020-2021 Mercedes-Benz GLE 350

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 35,176 vehicles. The recall population was determined through production records. Vehicles outside the specified recall population have air conditioning drain hoses installed according to current production specifications.

Production Dates : NOV 01, 2018 - NOV 30, 2020

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2020-2021 Mercedes-Benz GLE 450

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 4,975 Vehicles. The recall population was determined through production records. Vehicles outside the specified recall population have air conditioning drain hoses installed according to current production specifications.

Production Dates : NOV 01, 2018 - NOV 30, 2020

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 3 : 2021-2021 Mercedes-Benz AMG GLE 53

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 1,525 Vehicle. The recall population was determined through production records. Vehicles outside the specified recall population have air conditioning drain hoses installed according to current production specifications.

Production Dates : NOV 01, 2018 - NOV 30, 2020

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

Vehicle 4 : 2020-2020 Mercedes-Benz GLE 580

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 998 vehicles. The recall population was determined through production records. Vehicles outside the specified recall population have air conditioning drain hoses installed according to current production specifications.

Production Dates : NOV 01, 2018 - NOV 30, 2020

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

Vehicle 5 : 2021-2021 Mercedes-Benz AMG GLS 63

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 29 vehicles. The recall population was determined through production records. Vehicles outside the specified recall population have air conditioning drain hoses installed according to current production specifications.

Production Dates : NOV 01, 2018 - NOV 30, 2020

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

Vehicle 6 : 2020-2021 Mercedes-Benz GLS 450

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 16,949 vehicles. The recall population was determined through production records. Vehicles outside the specified recall population have air conditioning drain hoses installed according to current production specifications.

Production Dates : NOV 01, 2018 - NOV 30, 2020

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

Vehicle 7 : 2020-2021 Mercedes-Benz GLS 580

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 1,741 vehicles. The recall population was determined through production records. Vehicles outside the specified recall population have air conditioning drain hoses installed according to current production specifications.

Production Dates : NOV 01, 2018 - NOV 30, 2020

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

Vehicle 8 : 2021-2021 Mercedes-Benz Maybach GLS 600

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 3 vehicles. The recall population was determined through production records. Vehicles outside the specified recall population have air conditioning drain hoses installed according to current production specifications.

Production Dates : NOV 01, 2018 - NOV 30, 2020

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

Vehicle 9 : 2021-2021 Mercedes-Benz AMG GLE 63

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 54 vehicles. The recall population was determined through production records. Vehicles outside the specified recall population have air conditioning drain hoses installed according to current production specifications.

Production Dates : NOV 01, 2018 - NOV 30, 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") 2020-2021 GLE and GLS vehicles (167 platform), the air conditioning drain hoses might be incorrectly installed in the vehicle. In this case, condensation water from the air conditioning might enter the passenger compartment.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If a significant volume of condensation water enters the driver and passenger side footwells, it might cause corrosion and/or short circuits to the electrical components installed in this area, which could increase the risk of fire. In

addition, the performance of other features of the vehicle could be affected. For example, the automatic emergency call (eCall) might not be available, the vehicle might not be able to be unlocked and/or started; and the engine limp-home mode might be activated during driving, which could increase the risk of injury or a crash.

**Description of the Cause :** Due to a deviation in the assembly process, the air conditioning drain hoses might not have been installed according to current production specifications. As a result, the tightness of the connection cannot be ensured.

**Identification of Any Warning that can Occur :** When the issue occurs, the customer might observe wet carpets in the front footwells and fogged windows.

## Involved Components :

**Component Name 1 :** A/C drain hose

**Component Description :** A/C drain hose

**Component Part Number :** A1678323600

## Supplier Identification :

### Component Manufacturer

**Name :** MBAG

**Address :** NR

NR

**Country :** NR

## Chronology :

In August 2021, MBAG began an initial investigation of field reports from GLE and GLS vehicles (167 platform) describing varying instances in which customers described water ingress into the passenger compartment. These subject vehicles were produced outside the production date range of the prior recall measures 19V587 and 21V288.

Between September and December 2021, MBAG examined the affected vehicles and reviewed production records, seeking to identify a cause of the reported issues. In parallel, MBAG reviewed the production facility and relevant vehicle assembly processes, seeking potential factors that might lead to the observed issues with the affected vehicles.

In February 2022, MBAG commenced a further investigation based on the results and findings of its review and updated field reports and analyses. From March to May 2022, MBAG conducted a detailed analysis of field data and reviewed related production records, and a plant rework campaign was issued based on the then-assumed

failure mechanism. From June 2022 onwards, further cases that occurred in the field required re-evaluation of the failure mechanism and influencing factors. These intensive analyses that were conducted together with the vehicle assembly plant continued throughout the year 2022, while the field situation was constantly monitored and new information was continuously included in the analysis process. In February 2023, final alignments regarding failure mechanism, influencing factors and definition of potentially affected vehicles were conducted. It was determined that condensation water from the air condition might enter the passenger compartment due to incorrect installation of the drain hoses during vehicle assembly. On March 10, 2023, MBAG determined that a potential safety risk cannot be ruled out and decided to conduct a recall. MBAG is currently aware of 58 field reports in the U.S. received from August 12, 2019 to January 3, 2023. MBAG is not aware of any reported crashes, injuries.

## Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealership will check the air conditioning drain hoses and correct their installation, if necessary.

Pursuant to 49 C.F.R. § 577.11, MBUSA plans to provide notice about pre-notice reimbursement to owners since some of the involved vehicles could have been previously subject to the condition described.

How Remedy Component Differs from Recalled Component : Air conditioning drain hoses installed according to current production specifications.  
Remedy Part:  
A 167 832 36 00 - A/C drain hose

Identify How/When Recall Condition was Corrected in Production : A change in the production process due to the introduction of special checks and documentation during the installation of the A/C drain hoses ensured that this issue would not occur after February 3, 2021. Dedicated training for production personnel were made mandatory and implemented accordingly.

## Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on March 24, 2023. Owners were notified of the voluntary recall campaign on or before April 28, 2023. A copy of all communications will be provided when available.

Planned Dealer Notification Date : MAR 24, 2023 - NR

Planned Owner Notification Date : APR 28, 2023 - NR

\* NR - Not Reported