

Part 573 Safety Recall Report

23V-462

Manufacturer Name : Mercedes-Benz USA, LLC**Submission Date :** AUG 18, 2023**NHTSA Recall No. :** 23V-462**Manufacturer Recall No. :** 2023070015**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 : 8,178

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2022-2023 Mercedes-Benz C300

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 8174 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have the wiring harness manufactured according to current specifications.

Production Dates : JUN 24, 2021 - SEP 27, 2022

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2023-2023 Mercedes-Benz AMG C43

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 4 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population have the wiring harness manufactured according to current specifications.

Production Dates : JUN 24, 2021 - SEP 27, 2022

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") 2022-2023 C-Class (206 platform) vehicles with 4Matic, the length of the transmission wiring harness might not meet current specifications.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In this case, the transmission wiring harness could chafe on the front drive shaft, which could potentially damage the wiring harness in a loss of vehicle propulsion. This might increase the risk of a crash.

Description of the Cause : Due to a production deviation at a supplier, the length of a certain batch of wiring harnesses might be outside the specified tolerance range.

Identification of Any Warning that can Occur : The driver would not receive advance warning due to the nature of the failure mechanism. If the failure occurs, the driver would be made aware through a warning message (e.g. "Transmission Malfunction Stop", "Drive Malfunction Stop Restart Vehicle", "Drive Malfunction Stop Contact Dealer", and "Service Required Do Not Change Transmission Position") in the instrument cluster.

Involved Components :

Component Name 1 : Transmission Electrical Wiring Harness

Component Description : Transmission Electrical Wiring Harness

Component Part Number : A2065407641

Component Name 2 : Transmission Electrical Wiring Harness

Component Description : Transmission Electrical Wiring Harness

Component Part Number : A2065407741

Component Name 3 : Transmission Electrical Wiring Harness

Component Description : Transmission Electrical Wiring Harness

Component Part Number : A2065407744

Component Name 4 : Transmission Electrical Wiring Harness

Component Description : Transmission Electrical Wiring Harness

Component Part Number : A2065407844

Supplier Identification :

Component Manufacturer

Name : Kromberg and Schubert Botswana
Address : Plot 32084 Mahudithake Road
Gaborone Foreign States
Country : Botswana

Chronology :

In September 2022, MBAG initiated investigations into an individual field report outside the US describing the vehicle's transmission erroneously shifting into neutral. No crash, personal injury, or third party damages were reported in connection with this field report. The vehicle was inspected and repaired at a local dealership. Based on the report, MBAG commenced an investigation to determine the root cause of the issue. Together with the local supplier, MBAG evaluated the tolerances of several wiring harnesses and found that the dimension of some transmission wiring harnesses slightly exceeded the specified tolerance range.

In November 2022, MBAG received a field report in the US involving a customer vehicle that triggered the check engine light. Based on this information, MBAG investigated whether the report could relate to the length of the wiring harness.

In February 2023, MBAG expanded its investigation to assess the potential consequences of chafing to the wiring harness on the front drive shaft.

In April 2023, MBAG expanded its investigation further to consider additional field reports to determine the extent of effects caused by chafing of the wiring harness. The analyses also limited the out-of-specification wiring harnesses to specific production batches. Subsequently, MBAG used this information to determine the potentially affected vehicle population equipped with the out-of-specification wiring harnesses.

On June 23, 2023, MBAG determined that a potential safety risk cannot be ruled out and decided to conduct a recall.

MBAG is currently aware of 1 field report in the US received on November 15, 2022. MBAG has not received any reports of crashes, injuries, deaths or property damage associated with this issue.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealership, will inspect the routing of the transmission wiring harness on the affected vehicles and rework 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 : Transmission wiring harness according to the length of specified tolerance range.

from Recalled Component :

Remedy Parts:

A2065407641 – Transmission Electrical Wiring Harness

A2065407741 – Transmission Electrical Wiring Harness

A2065407744 – Transmission Electrical Wiring Harness

A2065407844 – Transmission Electrical Wiring Harness

A007989078508 – Cloth Tape

A0009829210 – Line Connector

A0009952594 - Cable Ties

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 November 7, 2022 onwards.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on July 7, 2023. Owners were notified of the voluntary recall campaign on August 18, 2023. A copy of all communications will be provided when available.

Planned Dealer Notification Date : JUL 07, 2023 - NR

Planned Owner Notification Date : AUG 18, 2023 - NR

* NR - Not Reported