

Part 573 Safety Recall Report

23V-463

Manufacturer Name : Mercedes-Benz USA, LLC**Submission Date :** AUG 02, 2024**NHTSA Recall No. :** 23V-463**Manufacturer Recall No. :** See Recall Schedule**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 : 1,558

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 : 1,512 vehicles. The recall population was determined through production records. Vehicles outside of the recall population meet the torque specifications for the 12V and 48V ground connections.

Production Dates : JUL 09, 2021 - JUN 06, 2023

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 : 46 vehicles. The recall population was determined through production records. Vehicles outside of the recall population meet the torque specifications for the 12V and 48V ground connections.

Production Dates : JUL 09, 2021 - JUN 06, 2023

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, the 12V and 48V ground connections might not meet current torque specifications.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In this case, the wiring harness might not be fixed correctly. Subsequently, the electric resistance of the connection might increase. Thus, the temperature in this area might increase and a risk of fire cannot be ruled out completely.

Description of the Cause : Due to a deviation in the production process, several 12V and 48V ground connections might not meet torque specifications.

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

When the issue occurs, the driver might notice a warning message in the instrument cluster.

Involved Components :

Component Name 1 : Electrical Wiring Harness

Component Description : Electrical Wiring Harness

Component Part Number : A2065400354

Component Name 2 : Nut

Component Description : Nut

Component Part Number : N000000008271

Supplier Identification :

Component Manufacturer

Name : Mercedes-Benz AG

Address : NR

Foreign States

Country : Germany

Chronology :

In early 2022, MBAG initiated investigations into individual field reports from outside the US involving loose grounding bolt connections that resulted in warning messages or other complaints from customers. Although only isolated cases were known in the field at that point, MBAG's investigations identified potential for improvements to the series bolting process for the vehicle's wiring harness. In March 2022, a plant action was launched to implement improvements to that process and to address any potentially affected vehicles. In April

2022, MBAG initiated a further detailed investigation to identify whether the known field reports were caused by a single failure mechanism. During this investigation, in June 2022, MBAG received further field reports involving cases related to insufficient tightening of the grounding bolt for the engine wiring harness. These reports included vehicles produced after the March 2022 plant action. Accordingly, from November 2022 to May 2023, MBAG evaluated potential consequences associated with insufficient tightening of the 12V and 48V ground connections. This evaluation included a review of all reported field complaints involving insufficient torque to the grounding bolts. In March 2023, MBAG implemented several additional measures in the plant's rework process, including weekly bolt torque checks, an additional dedicated operator for the ground connection rework, a PDA Check at the Quality Gate, and monthly sample checks. In parallel, MBAG continued its investigation into the potential consequences associated with insufficient tightening of the grounding connections, as well as identification of potentially affected vehicles. Please see chronology supplement.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer will inspect the bolting of the 12V and 48V ground connections and perform repairs, 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 : Vehicles outside of the recall population meet the torque specifications for the 12V and 48V ground connections. Remedy Parts: A2065400354 (Electrical Wiring Harness), N000000008271 (Nut).

Identify How/When Recall Condition was Corrected in Production : A change in the production procedure ensures that this issue can no longer occur from June 7, 2023 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 voluntary recall campaigns 2023070016, 17, 18 on August 29, 2023. Owners will be notified of voluntary recall campaign 2024070016 on August 23, 2024. A copy of all communications will be provided when available.

Planned Dealer Notification Date : JUL 07, 2023 - NR

Planned Owner Notification Date : AUG 29, 2023 - NR

* NR - Not Reported