

# Part 573 Safety Recall Report

# 23V-629

**Manufacturer Name :** Mercedes-Benz USA, LLC**Submission Date :** JAN 26, 2024**NHTSA Recall No. :** 23V-629**Manufacturer Recall No. :** 2023090010/120002**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 : 12,118

Estimated percentage with defect : 20 %

**Vehicle Information :**

Vehicle 1 : 2023-2023 Mercedes-Benz GLC300

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2023 GLC 12,118 Vehicles.

The recall population was determined through production records.

For vehicles outside of the recall population the tow eye receiver in the front crossmember meets specifications.

Production Dates : JUN 14, 2022 - APR 24, 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") 2023 GLC vehicles (254 platform), the tow eye receiver in the front crossmember might not meet current specifications.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In this case, the required depth of the threaded tow eye into the receiver might not be achieved. As a result, a loosening of the tow eye under load cannot be ruled out, which may increase the risk of an accident or injury.

Description of the Cause : Due to a deviation in the production process at a supplier, the receiver in the front crossmember might not meet current specifications

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

## Involved Components :

Component Name 1 : CROSSMEMBER

Component Description : CROSSMEMBER

Component Part Number : A 254 620 68 00

Component Name 2 : CROSSMEMBER

Component Description : CROSSMEMBER

Component Part Number : A 254 620 67 00

## Supplier Identification :

### Component Manufacturer

Name : MAGNA Formpol Sp. z o.o.

Address : Ul. Cielmicka 44 43-100 Tychy

Foreign States

Country : Poland

## Chronology :

At the beginning of April 2023, MBAG launched initial investigations based on reports from vehicles in the internal logistics process where a towing eye could not be seated correctly. In the course of these investigations the vehicles and parts were analyzed together with the supplier.

These analyses concluded that the manufacturing tolerances of the receiver for the towing eye might not meet specifications. Further investigations were performed to check the potentially affected batch of receivers together with the supplier. On this basis, the potential field population was investigated.

Subsequently, analyses of the potential consequences for the vehicles in the field were performed. In addition, relevant worldwide regulatory requirements were researched. These analyses lasted until August 2023. On September 1, 2023, MBAG determined that a potential safety risk cannot be ruled out and decided to conduct a recall.

On September 20, MBAG noticed a momentary IT system issue that resulted in vehicles erroneously being excluded from the field measure. The review and fix of the IT system issue identified an additional 265 vehicles that were previously not included in the recall, now being added to NHTSA recall #23V629.

MBAG confirms there are no warranty claims, field or service reports, or other information related to this defect in the USA. No third party damages or personal injuries have been reported.

## Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealership will check the front crossmember 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 : Receiver for the front towing device meet specifications  
Remedy Parts:  
CROSSMEMBER A 254 620 68 00  
CROSSMEMBER A 254 620 67 00

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 July 06, 2023 onwards.

## Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on September 18, 2023. Owners will be notified of the voluntary recall campaign on October 27, 2023. An additional owner's letter mailed on January 26, 2024. A copy of all communications will be provided when available.

Planned Dealer Notification Date : SEP 18, 2023 - NR

Planned Owner Notification Date : OCT 27, 2023 - NR

\* NR - Not Reported