

Part 573 Safety Recall Report

23V-835

Manufacturer Name : Mercedes-Benz USA, LLC

Submission Date : JAN 12, 2024

NHTSA Recall No. : 23V-835

Manufacturer Recall No. : 2023120010



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 : 164

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2021-2022 Mercedes-Benz GLE450

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021-2022 GLE. 26 Vehicles.

The recall population was determined through production records.

Vehicles outside of the recall population have a properly grounded 12V connection.

Production Dates : FEB 09, 2021 - NOV 15, 2021

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2021-2022 Mercedes-Benz GLE350

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021-2022 GLE. 138 Vehicles.

The recall population was determined through production records.

Vehicles outside of the recall population have a properly grounded 12V connection.

Production Dates : FEB 09, 2021 - NOV 15, 2021

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") 2021-2022 GLE (167 platform) vehicles, a certain 12V ground connection under the driver seat might not meet current specifications.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In this case, the connection might loosen over time and the electrical resistance of the connection might increase. Due to the high electrical currents that flow through this connection, the temperature on this connection could increase. This might increase the risk of a fire.

Description of the Cause : Due to a rework process deviation during production, the bolt connection might not be tightened with the required torque.

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

Involved Components :

Component Name 1 : BATTERIESENSOR

Component Description : BATTERIESENSOR

Component Part Number : A0009058212

Component Name 2 : BATTERIESENSOR

Component Description : BATTERIESENSOR

Component Part Number : A0009053916

Supplier Identification :

Component Manufacturer

Name : Mercedes-Benz AG

Address : NR

Foreign States

Country : Germany

Chronology :

In March 2021, Mercedes-Benz received an isolated report from a customer alleging their GLE vehicle displayed a battery warning message and they were unable to start the vehicle. MBAG was not able to attribute the reported event to any deviation in the vehicle's production or systemic failure at that time.

In late 2021/early 2022, an internal post-production quality feedback found a vehicle with a similar issue. MBAG’s further review determined that the vehicle had been designated for quality assurance rework during production. Contemporaneous documentation indicated that the rework action had been completed. During the course of MBAG’s subsequent investigation, however, it found evidence suggesting that in some instances the rework may not have been correctly completed. Based on that determination MBAG then reviewed field reports to determine if those reworked vehicles had reported any incidents that might be related to an incorrect rework. That review identified two vehicles that were the subject of March and October 2021 field reports, and determined that the erroneous rework could have contributed to the reported inability to start the vehicles.

Additional investigation and analyses determined that one individual reworker incorrectly performed the rework task (adjusting torque applied to a bolted 12V ground connection) during a limited production period, while documenting the rework as correctly performed.
Please see chronology supplement.

Description of Remedy :

Description of Remedy Program :	As a precautionary measure, An authorized Mercedes-Benz dealership will check the bolt torque for the ground connection 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 from Recalled Component :	Vehicles outside of the recall population have a properly grounded 12V connection. BATTERIESENSOR A0009058212 BATTERIESENSOR A0009053916
Identify How/When Recall Condition was Corrected in Production :	A change in the production procedure ensures that this issue can no longer occur from December 30, 2021 onwards.

Recall Schedule :

Description of Recall Schedule :	Dealers will be notified of the pending voluntary recall campaign on December 15, 2023 Owners will be notified of the voluntary recall campaign on January 26, 2024. A copy of all communications will be provided when available.
Planned Dealer Notification Date :	DEC 15, 2023 - NR
Planned Owner Notification Date :	JAN 26, 2024 - NR

* NR - Not Reported