

Part 573 Safety Recall Report

24V-070

Manufacturer Name : Mercedes-Benz USA, LLC**Submission Date :** FEB 26, 2024**NHTSA Recall No. :** 24V-070**Manufacturer Recall No. :** 2024020001**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 : 15,502

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2022 Mercedes-Benz GLC 300

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2022 GLC 15,333 Vehicles. The recall population was determined through production records. For vehicles outside of the recall population the headlamps are adjusted according to current production specification.

Production Dates : JUN 30, 2019 - JAN 19, 2022

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2020-2022 Mercedes-Benz AMG GLC 43

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020-2022 AMG GLC 167 Vehicles. The recall population was determined through production records. For vehicles outside of the recall population the headlamps are adjusted according to current production specification.

Production Dates : JUN 30, 2019 - JAN 19, 2022

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 3 : 2020-2020 Mercedes-Benz GLC 350 e

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : HYBRID ELECTRIC

Descriptive Information : Mercedes-Benz 2020 GLC 2 Vehicles. The recall population was determined through production records. For vehicles outside of the recall population the headlamps are adjusted according to current production specification.

Production Dates : JUN 30, 2019 - JAN 19, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Noncompliance :

Description of the Noncompliance : Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2019-2022 GLC (253 platform) vehicles, the headlamp adjustment might not meet current production specifications.

FMVSS 1 : 108 - Lamps, reflective devices, and assoc. Equipment

FMVSS 2 : NR

Description of the Safety Risk : In this case, the headlamps might be adjusted slightly too high. As a result, FMVSS 108 S.10.18 might not be fulfilled. The headlamps installed in the US might exceed the range specified by FMVSS 108 by approximately 0.15%. A headlamp adjustment that is outside of the FMVSS 108 specifications has the potential to create glare for oncoming traffic, which may increase the risk of a crash.

Description of the Cause : Due to a deviation in the headlamp adjustment tool in the vehicle production plant, certain headlamp adjustments might not meet current production specifications. The issue described in not caused by a supplier.

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 : Lamp Unit Left

Component Description : Lamp Unit Left

Component Part Number : A2539069103

Component Name 2 : Lamp Unit Right

Component Description : Lamp Unit Right

Component Part Number : A2539069203

Supplier Identification :

Component Manufacturer

Name : MBAG

Address : NR

NR

Country : NR

Chronology :

In late 2021, IIHS conducted a rating of certain GLC (253 platform) vehicles, including their headlamp adjustments. The review of the rating results concluded that those headlamps might have been adjusted at an angle that exceeded MBAG's current production specification. The reported deviation was within the tolerance limits specified by FMVSS 108. Nonetheless, MBAG conducted plant actions to check headlamp adjustments on potentially affected vehicles and ensure headlamp adjustments were completed and consistent with current production specifications. Additionally at this time, MBAG readjusted the calibration process to avoid potential headlamp adjustment deviations in the production process. These process changes occurred in January 2022.

In July 2022, MBAG's vehicle audit process determined that headlamps in a GLC vehicle, built prior to the internal production adjustments, were set slightly above MBAG's internal production specifications (but still within FMVSS specifications). Based on that finding, MBAG initiated an investigation of the headlamp adjustments in GLC vehicles produced at two different plants.

MBAG conducted additional testing and analyses through the second half of 2022 until the beginning of 2023 to determine whether production lines from the two identified plants showed deviations in the headlamp adjustments. These analyses ultimately determined in mid-2023 that only vehicles with headlamps adjusted on two production lines from a single plant might not meet MBAG's current production specifications.

In the second half of 2023 and into January 2024, MBAG conducted further investigations to determine the cause of the incorrect adjustments and the extent to which the adjustment might potentially deviate from MBAG's production specifications. As part of that review, MBAG found that, in some instances, the headlamp angle adjustment could also slightly exceed the tolerance requirements of FMVSS 108. Please see attached chronology update.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer, will check the headlamp adjustment on the affected vehicles and correct it, if necessary.

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

How Remedy Component Differs from Recalled Component : Headlamps adjusted according to current production specifications.

Lamp Unit Left – A2539069103
Lamp Unit Right – A2539069203

Identify How/When Recall Condition was Corrected in Production : A change in the calibration of the headlamp adjustment system ensures that this issue can no longer occur from January 20, 2022 onwards.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the voluntary recall campaign on February 9, 2024. Owners were notified of the voluntary recall campaign on February 23, 2024.

Planned Dealer Notification Date : FEB 09, 2024 - NR

Planned Owner Notification Date : FEB 23, 2024 - NR

* NR - Not Reported