

# Part 573 Safety Recall Report

# 24V-207

**Manufacturer Name :** Mercedes-Benz USA, LLC**Submission Date :** APR 15, 2024**NHTSA Recall No. :** 24V-207**Manufacturer Recall No. :** 2024040002**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 : 116,020

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2023-2024 Mercedes-Benz GLE 350

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2023-2024 GLE 350 12 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population have the bolting of the ground connection according to production specifications.

Production Dates : JUN 20, 2017 - JAN 05, 2023

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2020-2024 Mercedes-Benz GLE 450

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020-2024 GLE 450 24,919 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population have the bolting of the ground connection according to production specifications.

Production Dates : JUN 20, 2017 - JAN 05, 2023

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 3 : 2020-2023 Mercedes-Benz GLE 580

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020-2023 GLE 580 2,084 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population have the bolting of the ground connection according to production specifications.

Production Dates : JUN 20, 2017 - JAN 05, 2023

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 4 : 2019-2023 Mercedes-Benz GLS 450

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2023 GLS 450 51,723 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population have the bolting of the ground connection according to production specifications.

Production Dates : JUN 20, 2017 - JAN 05, 2023

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 5 : 2020-2023 Mercedes-Benz GLS 580

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020-2023 GLE 580 4,243 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population have the bolting of the ground connection according to production specifications.

Production Dates : JUN 20, 2017 - JAN 05, 2023

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 6 : 2021-2023 Mercedes-Benz Maybach GLS 600

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021-2023 GLS 600 1,168 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population have the bolting of the ground connection according to production specifications.

Production Dates : JUN 20, 2017 - JAN 05, 2023

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 7 : 2021-2024 Mercedes-Benz AMG GLE 53

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021-2024 AMG GLE 53 6,444 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population have the bolting of the ground connection according to production specifications.

Production Dates : JUN 20, 2017 - JAN 05, 2023

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 8 : 2021-2023 Mercedes-Benz AMG GLS 63

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021-2023 AMG GLS 63 2,398 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population have the bolting of the ground connection according to production specifications.

Production Dates : JUN 20, 2017 - JAN 05, 2023

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 9 : 2021-2024 Mercedes-Benz AMG GLE 53 Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021-2024 AMG GLE 53 Coupe 18,747 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population have the bolting of the ground connection according to production specifications.

Production Dates : JUN 20, 2017 - JAN 05, 2023

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 10 : 2021-2024 Mercedes-Benz AMG GLE 63 S

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021-2024 AMG GLE 63 S 1,983 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population have the bolting of the ground connection according to production specifications.

Production Dates : JUN 20, 2017 - JAN 05, 2023

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 11 : 2021-2024 Mercedes-Benz AMG GLE 63 S Coupe  
Vehicle Type : LIGHT VEHICLES  
Body Style : SUV  
Power Train : GAS

Descriptive Information : Mercedes-Benz 2021-2024 AMG GLE 63 S Coupe 2,299 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population have the bolting of the ground connection according to production specifications.

Production Dates : JUN 20, 2017 - JAN 05, 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 GLE and GLS vehicles (167 platform), the 48V ground connection under the passenger seat might have become loose.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In this case, the ground cable lug would not be secured correctly. Subsequently, the electric resistance of the connection might increase. In combination with the high electrical currents potentially flowing through this connection, the temperature in this area might increase. As a consequence, a risk of fire cannot be ruled out completely.

Description of the Cause : Due to deviations in the production process, the 48V ground connection under the passenger seat might have come loose during the assembly workflow.

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 warning messages in the instrument cluster relating to the 48V onboard power supply.

## Involved Components :

Component Name 1 : Hexagon Nut with Flange

Component Description : Hexagon Nut with Flange

Component Part Number : A0029906850

Component Name 2 : Stud

Component Description : Stud

Component Part Number : A0009915303

## Supplier Identification :

### Component Manufacturer

Name : MBAG

Address : NR

NR

Country : NR

## Chronology :

In June 2022, MBAG initiated an investigation of field reports from customers alleging that their 167 platform vehicles displayed battery-related warnings.

Based on an initial review of these field reports, MBAG hypothesized that insufficient tightening of the ground cable connection for the 48V ground connection under the front passenger seat during production rework could have contributed to the reported warning messages. In July and September 2022, MBAG initiated plant rework campaigns to tighten the ground cable connection in potentially affected vehicles that remained in MBAG's control.

In September 2022, during the course of its worldwide product monitoring, MBAG identified additional field reports describing issues related to the subject 48V ground connection, however from vehicles that did not undergo rework of this ground connection during production.

From October 2022 through April 2023 MBAG conducted further investigations of worldwide field reports alleging conditions that could have resulted from a loose ground connection to analyze other processes or factors that could contribute to these occurrences. Additionally, between December 2022 and March 2023, MBAG conducted internal reviews of the assembly process for the 48V ground connection under the front passenger seat as well as the process for adjusting a bolted connection in a vehicle that did not meet torque specifications based on quality control testing during production. These analyses were not able to attribute the identified occurrence to any deviation in vehicle production or rework process or other systemic failure.

From April 2023 through January 2024, MBAG expanded its investigations of factors that could cause a loosening of this 48V ground connection. Based on this investigation, MBAG hypothesized that other mechanical rework operations in the physical proximity of, but unrelated to, this component could inadvertently potentially cause reduced torque.

Please see chronology supplement.

## Description of Remedy :

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

Pursuant to 49 C.F.R. § 577.11, 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 : Vehicles outside of the recall population have the bolting of the ground connection according to production specifications.

Remedy Part No:  
Hexagon Nut with Flange: A0029906850  
Stud: A0009915303

Identify How/When Recall Condition was Corrected in Production : The introduction of an additional gauge for the bolting of the ground connection ensures that the aforementioned issue can no longer occur from production date January 9, 2023 onwards.

## Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on March 22, 2024. Owners will be notified of the voluntary recall campaign before May 14, 2024. A copy of all communications will be provided when available.

Planned Dealer Notification Date : MAR 22, 2024 - NR

Planned Owner Notification Date : MAY 14, 2024 - NR

\* NR - Not Reported