

Part 573 Safety Recall Report

24V-520

Manufacturer Name : Mercedes-Benz USA, LLC**Submission Date :** AUG 23, 2024**NHTSA Recall No. :** 24V-520**Manufacturer Recall No. :** NR**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 : 7

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2023-2023 Mercedes-Benz GLC 300 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2023 GLC 300 4MATIC 7 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population have bolts torqued to correct production specifications.

Production Dates : MAR 10, 2023 - MAY 23, 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 2023 GLC (254 platform) vehicles, certain bolt connections in the dashboard area might not have been tightened according to current production torque specifications.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Depending on the affected bolt connection, the restraining effect of the driver or passenger airbag or knee airbag might be impaired, or parts might separate, which could lead to an increased risk of injury in case of a crash. If the bolting for the 12V electric auxiliary heater connections are affected, the electrical resistance and temperature in this area might increase and a risk of fire cannot be ruled out.

Description of the Cause : Due to a deviation in the rework process, certain bolt connections in the vehicle dashboard area might not have been tightened with the required torque.

Identification of Any Warning that can Occur : The driver might become aware of the issue by rattling noises in the dashboard area.

Involved Components :

Component Name 1 : Hexagon Nut

Component Description : Hexagon Nut

Component Part Number : A0039905351

Supplier Identification :

Component Manufacturer

Name : MBAG

Address : NR

NR

Country : NR

Chronology :

In June 2023, MBAG launched initial investigations based on irregular noises in the area of the glove compartment identified in a vehicle during an internal production assessment. MBAG's analysis found that on the identified vehicle a bolt used to fasten the passenger airbag was not tightened properly. MBAG also determined that the vehicle had been designated for rework during production. Further analysis identified additional bolt connections in the dashboard area of the subject vehicle that might not have been tightened in accordance with current production specifications during the rework process. Therefore, MBAG initiated a plant rework campaign to check and tighten, as necessary, all bolting connections in the dashboard area of the potentially affected vehicles that remained in MBAG's control.

Additional investigations and analyses determined that one individual working in the plant incorrectly performed the rework task during a limited production period. In September 2023, workers were retrained on the correct rework processes and torque specifications.

From September 2023 until March 2024, MBAG performed a detailed review of its production records and associated rework documentation to determine which bolt connections could have been affected by the incorrect rework as well as the potentially affected vehicle population in the field.

From March until May 2024, MBAG conducted analyses to determine the potential consequences of the identified issue. On June 28, 2024, MBAG determined that, depending on the affected bolt connection(s), a

potential safety risk cannot be ruled out and decided to conduct a recall.

MBAG is not aware of any warranty claims, crashes or reports of property damage, fatalities, or injury related to this defect in the USA.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealership will check the torque of certain bolts in the dashboard area of affected vehicles.

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 : Bolts torqued to correct production specifications.
Hexagon Nut - A0039905351

Identify How/When Recall Condition was Corrected in Production : A change in the rework procedure ensures that this issue can no longer occur from June 20, 2023, onwards.

Recall Schedule :

Description of Recall Schedule : Dealers were notified of the pending voluntary recall campaign on July 15, 2024. Owners were notified of the voluntary recall campaign on August 23, 2024. A copy of all communications have been provided.

Planned Dealer Notification Date : JUL 15, 2024 - NR

Planned Owner Notification Date : AUG 23, 2024 - NR

* NR - Not Reported