

Part 573 Safety Recall Report

24V-808

Manufacturer Name : Mercedes-Benz USA, LLC

Submission Date : NOV 13, 2024

NHTSA Recall No. : 24V-808

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

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes Benz Model Year 2023 GLC 300 1 Vehicle. The recall population was determined through production records. Vehicles outside of the recall population have rear bolting connections of the driver and front passenger seat rails to the vehicle body that meet current production specifications.

Production Dates : APR 27, 2023 - APR 27, 2023

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2023-2023 Mercedes-Benz GLC 300 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes Benz Model Year 2023 GLC 300 4MATIC 6 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population have rear bolting connections of the driver and front passenger seat rails to the vehicle body that meet current production specifications.

Production Dates : APR 25, 2023 - MAY 15, 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 (254 platform) vehicles, the rear bolting connections of the driver and/or front passenger seat rails to the vehicle body might not meet current production specifications.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In the case of an incorrectly bolted seat rail, the anchoring of the driver and/or front passenger seats cannot be ensured in the event of a crash. As a result, it cannot be ruled out that the driver and/or front passenger seats could move more than expected in the event of a crash. This could increase the risk of injury to the driver and/or front passenger.

Description of the Cause : Due to a deviation in the production process, the rear bolting connections of the driver and/or front passenger seats might not have been bolted according to current production specifications.

Identification of Any Warning that can Occur : If the seat rail is incorrectly bolted, the driver and/or front passenger might notice noises and movement in the seat.

Involved Components :

Component Name 1 : Bolt

Component Description : Bolt

Component Part Number : A0009904335

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

In mid of April 2024, MBAG launched an initial investigation based on an individual field report from the US involving two non-bolted rear bolting connections on the driver seat rail, where the customer allegedly experienced noises and movement. No third-party damages or personal injuries were reported. At the end of April 2024, analyses in the vehicle assembly plant were conducted to investigate if a systemic cause might be identified. In May 2024, a plant action was launched. In parallel, improvements (additional trainings, Can-tools optimization) to the respective process were implemented and potentially affected vehicles were identified. In June 2024, MBAG's investigations identified that the two rear bolting connections in the driver seat rail could not be tightened according to specifications. In July 2024, MBAG determined that all potentially affected bolting connections were part of a certain production period in the start-up phase, during which non-performed

reworks were erroneously validated as being reworked by one single employee. In September 2024, MBAG analyzed potential consequences of this deviation and determined that the remaining bolting connections will not become loose while driving. On October 18, 2024, MBAG determined that a potential safety risk cannot be ruled out and decided to conduct a recall. In early November 2024, when preparing the related remedy work instructions, it was identified that in contrast to the description in the recall reports, both front seats (driver and passenger) might be affected. Thus, MBAG decided to include the front passenger seat in the recall report and to adjust the recall remedy accordingly. MBAG is currently aware of one field report received on April 18, 2024 in the US. MBAG is not aware of any cases of crash, injury or death.

Description of Remedy :

Description of Remedy Program :	An authorized Mercedes-Benz dealer will rework the bolt connections between the driver and front passenger seat rails and the vehicle body, 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 rear bolting connections of the driver and front passenger seat rails to the vehicle body that meet current production specifications. Remedy Part No: Bolt A0009904335
Identify How/When Recall Condition was Corrected in Production :	A change in the production procedure ensures that this issue can no longer occur from May 17, 2023 onwards.

Recall Schedule :

Description of Recall Schedule :	Dealers will be notified of the pending voluntary recall campaign on November 1, 2024. Owners will be notified of the voluntary recall campaign before December 24, 2024. A copy of all communications will be provided when available.
Planned Dealer Notification Date :	NOV 01, 2024 - NR
Planned Owner Notification Date :	DEC 24, 2024 - NR

* NR - Not Reported