

Part 573 Safety Recall Report

22V-231

Manufacturer Name : Mercedes-Benz USA, LLC**Submission Date :** APR 08, 2022**NHTSA Recall No. :** 22V-231**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 : 21,306

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2022 Mercedes-Benz GLE450

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020-2022 GLE-Class 2733 Vehicles

The recall population was determined through production records.

The root cause analysis rendered that a rework of the subject 48V ground connection in the vehicle assembly process might cause this issue. Accordingly, all vehicles where such a rework was conducted in the respective timeframe were identified as potentially affected vehicles. Vehicles outside of the recall have the 48V ground connection located under the front passenger seat tightened with sufficient torque.

Production Dates : NOV 01, 2018 - NOV 12, 2021

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2021-2022 Mercedes-Benz AMG GLE53

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021-2022 AMG GLE-Class 3191 Vehicles

The recall population was determined through production records.

The root cause analysis rendered that a rework of the subject 48V ground connection in the vehicle assembly process might cause this issue. Accordingly, all vehicles where such a rework was conducted in the respective timeframe were identified as potentially affected vehicles. Vehicles outside of the recall have the 48V ground connection located under the front passenger seat tightened with sufficient torque.

Production Dates : NOV 01, 2018 - NOV 12, 2021

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 3 : 2020-2021 Mercedes-Benz GLE580

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020-2021 GLE-Class 274 Vehicles

The recall population was determined through production records.

The root cause analysis rendered that a rework of the subject 48V ground connection in the vehicle assembly process might cause this issue. Accordingly, all vehicles where such a rework was conducted in the respective timeframe were identified as potentially affected vehicles. Vehicles outside of the recall have the 48V ground connection located under the front passenger seat tightened with sufficient torque.

Production Dates : NOV 01, 2018 - NOV 12, 2021

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 4 : 2021-2021 Mercedes-Benz AMG GLE63

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021 AMG GLE-Class 624 Vehicles

The recall population was determined through production records.

The root cause analysis rendered that a rework of the subject 48V ground connection in the vehicle assembly process might cause this issue. Accordingly, all vehicles where such a rework was conducted in the respective timeframe were identified as potentially affected vehicles. Vehicles outside of the recall have the 48V ground connection located under the front passenger seat tightened with sufficient torque.

Production Dates : NOV 01, 2018 - NOV 12, 2021

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 5 : 2020-2022 Mercedes-Benz GLS450

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020-2022 GLS-Class 12046 Vehicles

The recall population was determined through production records.

The root cause analysis rendered that a rework of the subject 48V ground connection in the vehicle assembly process might cause this issue. Accordingly, all vehicles where such a rework was conducted in the respective timeframe were identified as potentially affected vehicles. Vehicles outside of the recall have the 48V ground connection located under the front passenger seat tightened with sufficient torque.

Production Dates : NOV 01, 2018 - NOV 12, 2021

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 6 : 2020-2021 Mercedes-Benz GLS580

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020-2021 GLS-Class 1471 Vehicles

The recall population was determined through production records.

The root cause analysis rendered that a rework of the subject 48V ground connection in the vehicle assembly process might cause this issue. Accordingly, all vehicles where such a rework was conducted in the respective timeframe were identified as potentially affected vehicles. Vehicles outside of the recall have the 48V ground connection located under the front passenger seat tightened with sufficient torque.

Production Dates : NOV 01, 2018 - NOV 12, 2021

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 7 : 2021-2021 Mercedes-Benz Maybach Maybach GLS600

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021 Maybach GLS-Class 229 Vehicles

The recall population was determined through production records.

The root cause analysis rendered that a rework of the subject 48V ground connection in the vehicle assembly process might cause this issue. Accordingly, all vehicles where such a rework was conducted in the respective timeframe were identified as potentially affected vehicles. Vehicles outside of the recall have the 48V ground connection located under the front passenger seat tightened with sufficient torque.

Production Dates : NOV 01, 2018 - NOV 12, 2021

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 8 : 2021-2021 Mercedes-Benz AMG GLS63

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021 AMG GLS-Class 738 Vehicles

The recall population was determined through production records. The root cause analysis rendered that a rework of the subject 48V ground connection in the vehicle assembly process might cause this issue. Accordingly, all vehicles where such a rework was conducted in the respective timeframe were identified as potentially affected vehicles. Vehicles outside of the recall have the 48V ground connection located under the front passenger seat tightened with sufficient torque.

Production Dates : NOV 01, 2018 - NOV 12, 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") 2020-2022 GLE-Class and GLS-Class (167 platform) vehicles, the 48V ground connection located under the front passenger seat might not be tightened to the specified torque.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In this case, the ground cable lug might not be correctly secured. Subsequently, the electrical resistance at 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.

Description of the Cause : Due to incorrectly performed rework in the production process, the 48V ground connection might not be tightened to the required torque.

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

Involved Components :

Component Name 1 : nut of ground connection

Component Description : nut of ground connection

Component Part Number : A0029906850

Supplier Identification :

Component Manufacturer

Name : Mercedes-Benz AG

Address : NR

Foreign States

Country : Germany

Chronology :

In late January 2021, MBAG launched initial investigations based on individual field reports from outside the US describing instances in which customers allegedly experienced the subject condition outlined above. Although only isolated cases were known from the field at that point in time, potentials for improvement of the ground connection series bolting process were identified during these investigations and implemented accordingly.

In February 2021, one case was reported from the US.

In April 2021, a plant action to address potentially affected vehicles was launched.

However, in May 2021, further detailed investigations to identify whether a systematic failure mechanism existed for the known cases were started. While these investigations were ongoing, a further case from outside the US was reported affecting a vehicle that was produced after the mentioned improvements had been implemented in the series production process. Accordingly, analyses regarding the root cause were restarted anew.

In October 2021, these analyses indicated an influence from the vehicle rework process, which was improved accordingly. Subsequently, vehicles potentially affected from this issue due to a rework on the subject bolt connection were identified.

In parallel and through January 2022, MBAG evaluated potential consequences of the untightening of the 48V ground connection in the affected vehicles. In February- March 2022, MBAG reviewed all reported field complaints and validated that the reported claims regarding the ground connection were caused by insufficient torque at the grounding bolt.

MBAG has not received any reports of crashes, injuries, or property damage, associated with this issue.

However, on April 1, 2022, MBAG determined that a potential safety risk cannot be ruled out and decided to conduct a recall.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer will inspect the ground connection torque on the affected vehicles and correct 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 : Bolting of the 48V ground connection under the passenger seat fastened with sufficient torque.

Remedy Parts:
nut of ground connection: A002 990 68 50

Identify How/When Recall Condition was Corrected in Production : A change in the rework procedure ensures that this issue can no longer occur from November 15, 2021 onwards.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on April 15, 2022. Owners will be notified of the voluntary recall campaign before June 7, 2022.

A copy of all communications will be provided when available.

Planned Dealer Notification Date : APR 15, 2022 - NR

Planned Owner Notification Date : JUN 07, 2022 - NR

* NR - Not Reported