

Part 573 Safety Recall Report

19V-709

Manufacturer Name : Mercedes-Benz USA, LLC.**Submission Date :** NOV 11, 2019**NHTSA Recall No. :** 19V-709**Manufacturer Recall No. :** 2019100011**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 : 13,799

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2020 Mercedes-Benz GLE350

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 167.148 FB4J 1 Vehicle

The recall population was determined through production records. Vehicles outside of the recall population have rear door trim bars installed according to current production specifications.

Production Dates : AUG 23, 2018 - SEP 27, 2019

VIN Range 1 : Begin : 4JGFB4JB6LA002776 End : 4JGFF8GEXLA044395 Not sequential

Vehicle 2 : 2020-2020 Mercedes-Benz GLE350 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 167.149 FB4K 10068 Vehicles

The recall population was determined through production records. Vehicles outside of the recall population have rear door trim bars installed according to current production specifications.

Production Dates : AUG 23, 2018 - SEP 27, 2019

VIN Range 1 : Begin : 4JGFB4JB6LA002776 End : 4JGFF8GEXLA044395 Not sequential

Vehicle 3 : 2020-2020 Mercedes-Benz GLS580 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 167.986 FF8G 22 Vehicles

The recall population was determined through production records. Vehicles outside

of the recall population have rear door trim bars installed according to current production specifications.

Production Dates : AUG 23, 2018 - SEP 27, 2019

VIN Range 1 : Begin : 4JGFB4JB6LA002776 End : 4JGFF8GEXLA044395 Not sequential

Vehicle 4 : 2020-2020 Mercedes-Benz GLS450 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 167.959 FF5K 1418 Vehicles

The recall population was determined through production records. Vehicles outside of the recall population have rear door trim bars installed according to current production specifications.

Production Dates : AUG 23, 2018 - SEP 27, 2019

VIN Range 1 : Begin : 4JGFB4JB6LA002776 End : 4JGFF8GEXLA044395 Not sequential

Vehicle 5 : 2020-2020 Mercedes-Benz GLE450 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 167.159 FB5K 2290 Vehicles

The recall population was determined through production records. Vehicles outside of the recall population have rear door trim bars installed according to current production specifications.

Production Dates : AUG 23, 2018 - SEP 27, 2019

VIN Range 1 : Begin : 4JGFB4JB6LA002776 End : 4JGFF8GEXLA044395 Not sequential

Description of Defect :

Description of the Defect : Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020 GLE-Class and GLS-Class vehicles (167, X167 platform) the fastening of the rear door window trim bars might not meet current production specifications.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Under certain driving conditions, the trim bar might separate from the vehicle while driving. This might pose a risk of injury to other road users and increase the risk of a crash

Description of the Cause : Due to a tolerance deviation at the supplier, the fastening of the rear door window trim bars might not meet current production specification.

Identification of Any Warning that can Occur : The customer will not receive an advance warning due to the nature of the failure mechanism.

Supplier Identification :

Component Manufacturer

Name : AGC Automotive Americas Co.
Address : 1 AUTO GLASS DRIVE
Elisabethtown KENTUCKY 42702
Country : United States

Chronology :

In mid August 2019 DAG was made aware of a case in which a trim bar had separated from a GLE vehicle. Accordingly, an investigation commenced regarding the root cause and potential effects. As a result, it was found that due to a tolerance deviation at a supplier, the fastening of the rear door window trim bars might not meet specifications.
On September 27 2019, DAG determined that a potential safety risk could not be ruled out.

Description of Remedy :

Description of Remedy Program : As a precautionary measure an authorized Mercedes-Benz dealer will check the fastening of the rear door window trim bars on the and rework with fastening meeting specification, 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 all involved vehicles remain covered under the new vehicle warranty.

How Remedy Component Differs from Recalled Component : Fastening of rear door trim bar according to specification

A0009883300 – bracket/spacer

Identify How/When Recall Condition was Corrected in Production : A change in the design tolerances of the parts at DAG's supplier ensures that this issue can no longer occur from September 27, 2019 onwards.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on October 16, 2019. Owners will be notified approximately one week after recall launch to the dealers on November 08, 2019. A copy of all communications will be provided when available.

Planned Dealer Notification Date : OCT 16, 2019 - NR

Planned Owner Notification Date : NOV 08, 2019 - NR

* NR - Not Reported