

# Part 573 Safety Recall Report

## 20V-329

**Manufacturer Name :** Mercedes-Benz USA, LLC.

**Submission Date :** OCT 20, 2020

**NHTSA Recall No. :** 20V-329

**Manufacturer Recall No. :** 2020090001



### 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 : 38

Estimated percentage with defect : 100 %

### Vehicle Information :

Vehicle 1 : 2020-2020 Mercedes-Benz GLE450

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : MY2020 GLE450 11 Vehicles The recall population was determined through production records. Vehicles outside of the recall population have shock absorbers with piston seals that meet current product specifications.

Production Dates : APR 01, 2019 - SEP 24, 2019

VIN Range 1 : Begin : NR

End : NR

☐ Not sequential

Vehicle 2 : 2020-2020 Mercedes-Benz GLS580

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : MY2020 GLS580 11 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population have shock absorbers with piston seals that meet current product specifications.

Production Dates : APR 01, 2019 - SEP 24, 2019

VIN Range 1 : Begin : NR

End : NR

☐ Not sequential

Vehicle 3 : 2020-2020 Mercedes-Benz GLS450

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : MY2020 GLS450 16 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have shock absorbers with piston seals that meet current product specifications.

Production Dates : APR 01, 2019 - SEP 24, 2019

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 GLE-Class vehicles (167 platform) and GLS-Class (X167), the shock absorber's piston seal might not meet current production specifications.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A shock absorber's piston seal that does not meet specification could, over time, lead to premature wear of the shock absorber because the sealing of the shock absorber's piston chambers in the damper might not be ensured over its service life. If the vehicle continues to be driven and the progressive wear of the shock absorbers were to remain unnoticed, the vehicle's handling capabilities could be affected. A vehicle that is carrying the maximum amount of payload and which quickly enters a turn might potentially tip, increasing the risk of a crash.

Description of the Cause : Due to a deviation in the development process of the shock absorbers, a certain batch of dampers might not meet current production specifications.

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

## Involved Components :

Component Name 1 : Shock Absorber rear left

Component Description : Shock Absorber rear left

Component Part Number : A 167 320 61 04

Component Name 2 : Shock Absorber rear right

Component Description : Shock Absorber rear right

Component Part Number : A 167 320 62 04

Component Name 3 : Suspension Strut Front

Component Description : Suspension Strut Front

Component Part Number : A 167 320 60 04

### Supplier Identification :

#### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

### Chronology :

MBAG started production on the next generation GLE-class in early February 2019. The next generation provided customers with a choice between standard suspension systems or a new suspension system designed for a more comfortable ride.

The optional suspension system incorporated shock absorbers with a different type of seal than that used on the standard suspension system.

In March 2019, MBAG conducted internal durability testing of the new suspension system. The results of those tests indicated that the seals used on the damper chambers did not meet MBAG's durability specification, and the production plant immediately reverted to the damper seals used in the standard suspension system as of the end of March, 2019.

A plant rework campaign was initiated to rework all potentially affected vehicles, which were at that time believed to be still located in the plant.

In February 2020, a review of plant actions found that vehicles potentially affected had left the plant without the appropriate rework.

MBAG's investigation into the potential long term consequences of a failure to meet the durability specification found that the function of the sealing of the working chambers in the damper could not be ensured over its service life. In the event of an impaired sealing, over time the shock absorber could wear out prematurely. If the progressing wear of the shock absorbers were to be unnoticed, it is possible that a vehicle carrying the maximum amount of payload and quickly entering a turn might potentially tip.

MBAG is not aware of any reports indicating that any vehicles have experienced premature wear of the seal in the field. On May 29, 2020, MBAG decided that a safety consequence could not be ruled out and decided to

conduct a safety recall on affected vehicles.

## Description of Remedy :

**Description of Remedy Program :** An authorized Mercedes-Benz dealer will replace the shock absorbers on the 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 :** Shock absorbers with a seals meeting durability specifications.

Federbein vst VO EH-Federung (suspension strut) A 167 320 60 04  
Stosssdaempfer vst HI LI EH-Federung (Shock Absorber, rear left) A 167 320 61 04  
Stosssdaempfer vst HI RE EH-Federung (Shock Absorber, rear right) A 167 320 62 04

**Identify How/When Recall Condition was Corrected in Production :** Using a different seal in the shock absorber ensures that this issue can no longer occur from September 25, 2019 onwards.

## Recall Schedule :

**Description of Recall Schedule :** Dealers will be notified of the pending voluntary recall campaign on June 12, 2020. Owners will be notified of the voluntary recall campaign via interim letter on July 24, 2020. An additional notification will be sent when the recall remedy is available in October 20, 2020.

A copy of all communications will be provided when available.

**Planned Dealer Notification Date :** JUN 12, 2020 - NR

**Planned Owner Notification Date :** JUL 24, 2020 - NR

\* NR - Not Reported