

Part 573 Safety Recall Report

20V-416

Manufacturer Name : Mercedes-Benz USA, LLC.

Submission Date : AUG 14, 2020

NHTSA Recall No. : 20V-416

Manufacturer Recall No. : 2020070013



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 : 3,615

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2019 Mercedes-Benz A220

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : MY19 A220 3615 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have AC drain hoses installed according to current production specifications.

Production Dates : JAN 31, 2018 - FEB 06, 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") 2019 A-Class vehicles (177 platform), the air conditioning drain hose might not be installed according to current production specifications. In this case, condensation from the air conditioning system might enter the passenger compartment.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Condensation entering through the driver and passenger side footwells as well as into the center tunnel, could potentially cause corrosion and/or short circuits of the electrical components located in this area.

This could lead to different consequences including: a malfunction of the SRS control unit, the vehicle's failure to start, an activation of the engine's limp-home mode during driving, and an impairment of performance of certain features (e.g. fuel pump, automatic/manual emergency call).

These potential consequences could increase the risk of injury or a crash.

Description of the Cause : Due to a deviation in the assembly process, certain vehicles might not have had

the air conditioning drain hose installed according to current production specifications. Should this be the case, the connection seal cannot be ensured.

Identification of Any Warning that can Occur : The customer might observe wet carpets in the front footwells as well as fogged windows.

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

Chronology :

In May 2019, MBAG launched investigations after cases had been reported from the field describing instances where customers described water ingress into the passenger compartment. Upon analysis of the vehicles in the workshops, loose air conditioning drain hoses were found.

In the course of this investigation, the air conditioning drain hose installation process in the different vehicle assembly plants was analyzed.

In addition, potential influences to the installation resulting from the assembly process in the different assembly plants were analyzed in relation to customer reports of vehicles from different assembly plants.

Subsequently, potential consequences of water ingress into the passenger compartment were analyzed based on the manner in which the drain hoses were installed in the vehicles.

In early 2020, a further analysis of the assembly processes in the different assembly plants was conducted, including the impacts of assembly process adjustments which had been implemented over the course of time. Based on the results, the range of potentially affected vehicles was determined.

In July 2020, MBAG determined that a potential safety risk cannot be ruled out.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer will check the installation of the air conditioning drain hose 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 : Correctly installed air conditioning drain hose.

Identify How/When Recall Condition was Corrected in Production : Adjustments in the assembly process ensure that this issue can no longer occur from Feb 11, 2019 onwards.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on July 24, 2020. Owners will be notified of the voluntary recall campaign approximately one week after launch to the dealers on September 15, 2020. A copy of all communications will be provided when available.

Planned Dealer Notification Date : JUL 24, 2020 - NR

Planned Owner Notification Date : SEP 15, 2020 - NR

* NR - Not Reported