

# Part 573 Safety Recall Report

# 20V-464

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

**Submission Date :** AUG 07, 2020

**NHTSA Recall No. :** 20V-464

**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 :** 1

**Estimated percentage with defect :** 100 %

## Vehicle Information :

**Vehicle 1 :** 2020-2020 Mercedes-Benz GLE 450

**Vehicle Type :** LIGHT VEHICLES

**Body Style :** SUV

**Power Train :** GAS

**Descriptive Information :** MY2020 GLE450 1 Vehicle. The recall population was determined through production records. Vehicles outside of the recall population have completed the proper rework on windshield bonding.

**Production Dates :** FEB 20, 2019 - FEB 20, 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 a certain Model Year ("MY") 2020 GLE-Class (167 platform) vehicle, the bonding of the windshield might not meet the specifications.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** An incorrectly bonded windshield might separate from the vehicle body in case of an accident. In case of an activation of the passenger airbag, the windshield might not be able to support the airbag as intended. As a consequence, the restraint effect of the passenger airbag could be impaired, potentially increasing the risk of injury for the front passenger.

**Description of the Cause :** Due to a production deviation, the bonded joint of the windshield might not meet the 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 : NR

Component Description : NR

Component Part Number : NR

**Supplier Identification :****Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

**Chronology :**

In November 2018, MBAG initiated investigations based on a finding in an internal crash test, in which a separation of the windshield from the vehicle body was observed. These investigations indicated an impairment of the windshield bonding on the tested vehicle as the root cause. It was found that a worker had not properly followed the work instruction regarding the windshield bonding during rework. Further analysis was started to determine the scope of potentially affected vehicles. All vehicles processed in the rework station by the respective worker were marked for review/rework in the production plant or the vehicle preparation centers prior to sale.

In July 2020, MBAG found that some vehicles had been released prior to being checked at the plant during a review of plant actions. On July 31, 2020, MBAG determined that a safety risk cannot be ruled out and decided to conduct a recall on the potentially affected vehicles.

**Description of Remedy :**

Description of Remedy Program : An authorized Mercedes-Benz dealer will check the windshield bonding on the affected vehicle and rework it, if necessary.

Pursuant to 49 C.F.R. § 577.11(e), MBUSA does not plan to provide notice about pre-notice reimbursement to the owner since the involved vehicle would not have been previously subject to the condition described and remains covered under the new vehicle warranty.

How Remedy Component Differs from Recalled Component : Windshield bonding according to specifications.

Identify How/When Recall Condition was Corrected in Production : A change in the production processes ensures that this issue can no longer occur from Feb 25, 2019 onwards.

## Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on August 14, 2020. Owners will be notified of the voluntary recall campaign approximately one week after launch to the dealers on August 28, 2020. A copy of all communications will be provided when available.

Planned Dealer Notification Date : AUG 14, 2020 - NR

Planned Owner Notification Date : AUG 28, 2020 - NR

\* NR - Not Reported