

Part 573 Safety Recall Report

20V-607

Manufacturer Name : Mercedes-Benz USA, LLC.

Submission Date : OCT 02, 2020

NHTSA Recall No. : 20V-607

Manufacturer Recall No. : NR



Manufacturer Information :

Population :

Manufacturer Name : Mercedes-Benz USA, LLC.

Number of potentially involved : 7

Address : 13470 International Parkway

Estimated percentage with defect : 100 %

Jacksonville FL 32218

Company phone : 1-877-496-3691

Vehicle Information :

Vehicle 1 : 2020-2020 Mercedes-Benz GLC 350 e

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : HYBRID ELECTRIC

Descriptive Information : MY2020 GLC350 e (253 platform) 7 vehicles. The recall population was determined through production records. Vehicles outside the recall population have a change in the design of the contact point of the shielding of the high-voltage wiring harness to the power electronics this is installed according to current production specifications.

Production Dates : FEB 22, 2019 - NOV 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 GLC (253 platform) vehicles with a hybrid drive, under certain driving profiles, the shield for the high-voltage wiring harness may not permanently withstand the electrical loads that are induced.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : When driving at higher speeds and using electric boost function (kickdown) more frequently, a contact point of the high-voltage wiring harness shielding to the power electronics might be exposed to an electrical overload. In this case, induced shield currents could cause the power electronics of the vehicle to malfunction and the vehicle to stall, increasing the risk of a crash.

Description of the Cause : Due to a deviation in the development process, within a certain production

period, the high-voltage wiring harness may not withstand the electrical loads that might occur under certain dynamic driving profiles.

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 : Electrical Wiring Harness
Component Description : Electrical Wiring Harness
Component Part Number : A 253 540 3 32

Supplier Identification :

Component Manufacturer

Name : NR
Address : NR
NR
Country : NR

Chronology :

In July 2018, MBAG launched initial investigations based on a small number of field reports from outside the US describing instances in which customers reported that their vehicle had stalled. No property damages or personal injuries were reported during those incidents. The vehicles involved in these events share the same hybrid drive platform not offered for sale in the US.

The technical analysis continued through the end of 2018 at which point the initial results indicated a potential influence of the contact point of the shield of the high-voltage wiring harness to the power electronics as a possible factor in the reason for the vehicles stalling. The root cause of the failure mechanism of the shield for the high-voltage wiring harness could not be confirmed at that time. Nevertheless, in August 2019 MBAG implemented out of an abundance of caution a change in the design of the contact point of the high-voltage wiring harness shielding to the power electronics, but continued its technical investigation. This change was implemented in production for all hybrid drive platforms, including hybrid platforms offered for sale in the US market that are equipped with the potentially causing shield for the high-voltage wiring harness even though that at this point of time, all of the reported field cases arose from one single hybrid drive platform not offered for sale in the US.

As the investigation was ongoing, MBAG received further field reports involving additional hybrid platforms that appeared to be related to the same issue, however, still no cases had been reported from the US. Further analysis determined that induced shield currents might be higher than initially expected when the vehicle is

driven at high speeds and when using electric boost function. Please see Chronology Supplement.

Description of Remedy :

Description of Remedy Program : Mercedes-Benz Dealers will replace the high-voltage wiring harness 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 : The remedy component is able to withstand the electrical loads.

Identify How/When Recall Condition was Corrected in Production : A change in the design of the contact point of the shielding of the high-voltage wiring harness to the power electronics ensures that this issue can no longer occur from September 18, 2020 onwards.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on October 9, 2020. Owners will be notified of the voluntary recall campaign, approximately one week after launch to the dealers, on December 1, 2020. A copy of all communications will be provided when available.

Planned Dealer Notification Date : OCT 09, 2020 - NR

Planned Owner Notification Date : DEC 01, 2020 - NR

* NR - Not Reported