

# Part 573 Safety Recall Report

# 20V-626

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

**Submission Date :** NOV 17, 2020

**NHTSA Recall No. :** 20V-626

**Manufacturer Recall No. :** 2020100015/6



## Manufacturer Information :

## Population :

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

**Number of potentially involved :** 12,799

**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 GLE 350

**Vehicle Type :** LIGHT VEHICLES

**Body Style :** SUV

**Power Train :** GAS

**Descriptive Information :** Mercedes-Benz 2020 GLE-Class 8438 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have the installation of the electrical ground connection to meet specification.

**Production Dates :** DEC 08, 2018 - FEB 06, 2020

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

**Vehicle 2 :** 2020-2020 Mercedes-Benz GLE 450

**Vehicle Type :** LIGHT VEHICLES

**Body Style :** SUV

**Power Train :** GAS

**Descriptive Information :** Mercedes-Benz 2020 GLE-Class 1111 vehicles The recall population was determined through production records. Vehicles outside of the recall population have the installation of the electrical ground connection to meet specification.

**Production Dates :** DEC 08, 2018 - FEB 06, 2020

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

Vehicle 3 : 2020-2020 Mercedes-Benz GLS 580

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020 GLS-Class 16 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have the installation of the electrical ground connection to meet specification.

Production Dates : DEC 08, 2018 - FEB 06, 2020

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 4 : 2020-2020 Mercedes-Benz GLS 450

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020 GLS-Class 3141 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have the installation of the electrical ground connection to meet specification.

Production Dates : DEC 08, 2018 - FEB 06, 2020

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 5 : 2020-2020 Mercedes-Benz GLE 580

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020 GLE-Class 93 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have the installation of the electrical ground connection to meet specification.

Production Dates : DEC 08, 2018 - FEB 06, 2020

VIN Range 1 : Begin : NR End : NR

Not sequential

## Description of Defect :

Description of the Defect : Mercedes-Benz AG has determined that on certain Model Year ("MY") 2020 GLE-Class and GLS-Class vehicles (167 platform) with the optional illuminated Mercedes-Benz star logo installed in the front grill, the securing of the electrical ground for this equipment might have been outside specifications.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In this case, the function of other components that share the same ground connection might be impaired. Depending on the individual ground point

used for the illuminated star logo, either the power steering control unit, or the left headlamp, and/or the wiper motor might malfunction. This could increase the risk of a crash. A deactivation of the power steering assist as well as the deactivation of the left headlamp and the wiper motor would be indicated by an acoustic warning, as well as a visual warning message in the instrument cluster.

**Description of the Cause :** Due to a deviation during the installation of the optional illuminated star, when combined with improper documentation in the work instructions, the installation of the electrical ground connection might not meet the specification on certain vehicles.

**Identification of Any Warning that can Occur :** When the issue occurs, the customer is made aware by an acoustic warning, as well as by a visual warning message in the instrument cluster.

### 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 :

At the end of December 2019, MBAG launched an initial investigation of a potential issue based on a small number of field reports from the US describing instances in which customers allegedly experienced a deactivation of the electrical power steering assist. No third party damage or personal injuries were reported. MBAG analyzed the individual reports and in the beginning of 2020, identified the installation point for the illuminated star logo on the front grill as a potential contributor to the condition. MBAG found that in the field cases, the illuminated star had been installed with insufficient torque which appeared to have led the ground connection of the power steering control unit to loosen. Up to March 2020, the company began to assess the number of potentially affected vehicles through review of the installation quotas from its marshalling yard and whether dealers' retrofitting the illuminated star could have created any potential impacts to other vehicle

systems or components.

Beginning in March 2020, the impacts of the COVID-19 pandemic led to rolling furloughs of technical personnel for several months. When operations resumed, MBAG conducted further investigation to understand the potential effects resulting from an improper installation of the individual ground connections. Through the investigation, MBAG also found the potential for deactivation of the left headlamp or windshield wiper motor if dealers were to retrofit the installation of the illuminated star to a different ground connection. There have been no reports from the field regarding effects on the headlamp or windshield wipers.

On October 2, 2020, MBAG determined that a potential safety risk cannot be ruled out.

## Description of Remedy :

**Description of Remedy Program :** An Authorized Mercedes-Benz Dealers will relocated the ground connection of the illuminate star to the proper location.

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 :** No components are affected.

**Identify How/When Recall Condition was Corrected in Production :** The modification of the work instructions including the relocation of the electrical ground of the illuminated star to the jump-start ground post ensures that this issue can no longer occur from February 7, 2020 onwards.

## Recall Schedule :

**Description of Recall Schedule :** Dealers will be notified of the pending voluntary recall campaign on October 16, 2020. Owners notified of the voluntary recall campaign by a final letter mailed November, 13 2020. A copy of all communications will be provided when available.

**Planned Dealer Notification Date :** OCT 16, 2020 - NR

**Planned Owner Notification Date :** NOV 13, 2020 - NR

\* NR - Not Reported