Part 573 Safety Recall Report

Mercedes-Benz USA, LLC
MAR 18, 2021
20V-776
2021010006

Manufacturer Information :

Manufacturer Name :Mercedes-Benz USA, LLCAddress :13470 International ParkwayJacksonville FL 322181-877-496-3691

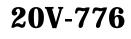
Vehicle Information :

Vehicle 1:	2018-2020 Mercedes-Benz AMG GLC 63	
Vehicle Type :	LIGHT VEHICLES	
Body Style :	SUV	
Power Train :	GAS	
Descriptive Information :	Mercedes-Benz 2018-2020 AMG GLC 63 4MATIC 2,563 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population have the proper screw connection of the power supply on the starter according to specification.	
Production Dates :	FEB 19, 2020 - MAR 17, 2020	
VIN Range 1:	Begin : NR End : NR Not sequential	

Population :

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") 2018-2020 GLC-Class vehicles (253 platform), the power supply cable on the starter might not have been installed according to production specification and in certain conditions could contact the starter housing.
FMVSS 1 :	NR
FMVSS 2 :	NR
Description of the Safety Risk :	In the event of an incorrect screw connection, the power supply cable to the starter might contact the starter housing. Over time this could lead to chafing of the wire insulation on the power supply cable due to relative movements, which could result in a short circuit. Depending on the nature of the short circuit, different vehicle functions may be affected, and stalling of the vehicle, which could increase the risk of a crash, or a risk of fire cannot be ruled out.
Description of the Cause :	Due to a production deviation, the screw connection of the positive cable on the starter might not have been installed according to specification.





Number of potentially involved : 2,563 Estimated percentage with defect : 100 %

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Identification of Any Warning that can Occur : The customer will not receive an advance warning.

Involved Components :

Component Name 1:	Electrical Wiring Harness
Component Description :	Electrical Wiring Harness
Component Part Number :	A2135400727

Component Name 2:	Exchange Starter Motor
Component Description :	Exchange Starter Motor
Component Part Number :	A2789060700

Supplier Identification :

Component Manufacturer

Name : Mercedes-Benz AG Address : NR NR Country : NR

Chronology:

In June 2018, MBAG identified a single internal vehicle that would not start. The vehicle was repaired, enhanced training conducted, and work measures were implemented. In late 2018, MBAG received a warranty claim from a vehicle outside the US market that contained only a general description of an issue with the starter harness. In January 2020, MBAG learned of a small number of instances in various markets throughout the world where customers had reported that their parked vehicles would not start because of drained batteries. In one instance, a customer had reported that the vehicle was unable to restart at a traffic light after a start/stop shut off of the motor. In January 2020, MBAG learned of an instance outside of the US market, where the customer reported smoke from the engine compartment. This issue could originally not explicitly be attributed to the starter harness power supply. MBAG initiated an analysis of these reports. During the investigation, it was found that because of the particular dimensions of the engine compartment for the AMG models, depending on how the starter cable is installed, it had the potential to contact the starter housing. The production processes for installing the screw connection on the starter cable was adjusted in January 2020 as a precautionary measure and vehicles at the plant were inspected and reworked if necessary. In Spring 2020,

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MBAG operations were restricted due to the COVID-19 pandemic. MBAG continued to analyze the potential consequences of a starter harness that came into contact with the starter housing and the likelihood of occurrence. During this analysis in November 2020 MBAG concluded that it cannot be ruled out that the instance in which the customer reported smoke from the engine compartment could be related to the power supply cable contact with the housing. On December 4, 2020, MBAG determined a potential safety risk could not be ruled out and decided to conduct a recall.

Description of Remedy :

An authorized Mercedes-Benz dealer will check the affected vehicles and install the starter harness according to specification, 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.
None.
A change in the production procedure in the production plant ensures that this issue can no longer occur from Jan 22, 2020 onwards.
Dealers will be notified of the pending voluntary recall campaign on December 18, 2020. Owners will be notified of the voluntary recall campaign via interim letter on January 27, 2021. Owners notified of the voluntary recall campaign by a final letter mailed March, 18 2021. A copy of all communications will be provided when available. DEC 18, 2020 - NR JAN 27, 2021 - NR

* NR - Not Reported

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