

Part 573 Safety Recall Report

20V-800

Manufacturer Name : Mercedes-Benz USA, LLC**Submission Date :** MAY 07, 2021**NHTSA Recall No. :** 20V-800**Manufacturer Recall No. :** 2021030014**Manufacturer Information :****Population :**

Manufacturer Name : Mercedes-Benz USA, LLC

Number of potentially involved : 1,142

Address : 13470 International Parkway

Estimated percentage with defect : 100 %

Jacksonville FL 32218

Company phone : 1-877-496-3691

Vehicle Information :

Vehicle 1 : 2019-2020 Mercedes-Benz AMG GT53 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2020 AMG GT-Class 730 Vehicles

The recall population was determined through production records. Vehicles outside of the recall population have wheel-hub caps that have been manufactured according to current production specifications.

Production Dates : JUN 20, 2018 - MAR 04, 2020

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2019-2020 Mercedes-Benz AMG GT63 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2019-2020 AMG GT-Class 412 Vehicles

The recall population was determined through production records. Vehicles outside of the recall population have wheel-hub caps that have been manufactured according to current production specifications.

Production Dates : JUN 20, 2018 - MAR 04, 2020

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”) 2019-2020 AMG GT-Class Coupe vehicles (290 platform), the wheel-hub caps with the Mercedes-Benz emblem might not have been manufactured according to current production specifications.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The fastening clip mechanism on the wheel-hub caps might not withstand induced stresses while driving, and could detach from the wheel hub. If the wheel-hub caps detach from the vehicle while driving, they could become a road hazard, which could increase the risk of a crash or risk of injury for other road users.

Description of the Cause : Due to a production deviation at a supplier, a certain batch of wheel-hub caps might not have been manufactured according to specification.

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 : Wheel-hub cap

Component Description : Wheel-hub cap

Component Part Number : A0004003200

Supplier Identification :**Component Manufacturer**

Name : Jordan-Spritzgusstechnik GmbH

Address : Arnsberger Str. 17
Iserlohn Foreign States 58636

Country : Germany

Chronology :

At the end of 2019, MBAG After-Sales received customer reports about vehicles which were missing the wheel-hub caps. Because the reports all pertained to AMG-GT vehicles with wheel-hub caps containing the Mercedes-Benz emblem, it was believed that the caps had been stolen, intentionally removed or damaged. A review of

warranty data was also performed, indicating additional complaints regarding wheel-hub caps fastening. These complaints were attributed to an existing workshop issue with stuck/stiff wheel-hub caps.

In early 2020, as additional complaints with missing wheel-hub caps were reported, further analysis was initiated. MBAG initiated a review with the supplier for the reports of the wheel-hub caps fastening. Through this review, MBAG determined that there had been a production process deviation by the supplier that affected a certain batch of wheel-hub caps.

In the spring of 2020, MBAG operations were restricted due to the COVID-19 pandemic.

When operations resumed, in the summer 2020, MBAG again conducted a review of warranty data related to the missing wheel-hub caps and found some instances in the dealer text, which suggested the wheel-hub caps might have detached while driving.

MBAG conducted an analysis of the forces that could potentially impact the wheel-hub caps. Driving tests were performed in November 2020 with wheel-hub caps from the affected production batch and MBAG was able to replicate the condition.

On December 11, 2020, MBAG decided to conduct a safety recall on the affected vehicles to replace the wheel-hub caps.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer will replace the wheel-hub caps 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 : Wheel-hub caps manufactured according to current production specification.
Remedy Part No. A0004006900 Wheel-hub cap

Identify How/When Recall Condition was Corrected in Production : A change in the production procedure of our supplier ensures that this issue can no longer occur from May 01, 2020 onwards

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on December 28, 2020. Owners notified of the voluntary recall campaign by an interim letter on January 29, 2021. Final letter mailed approximately one week after launch to the dealers on May 7, 2021. A copy of all communications will be provided when available.

Planned Dealer Notification Date : DEC 28, 2020 - NR

Planned Owner Notification Date : JAN 29, 2021 - NR

* NR - Not Reported