

Part 573 Safety Recall Report

21V-057

Manufacturer Name : Mercedes-Benz USA, LLC**Submission Date :** APR 16, 2021**NHTSA Recall No. :** 21V-057**Manufacturer Recall No. :** 2021030003**Manufacturer Information :****Population :**

Manufacturer Name : Mercedes-Benz USA, LLC

Number of potentially involved : 8

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 GLE350 5 Vehicles

The recall population was determined through production records.

Vehicles outside of the recall population have dashboards manufactured according to current production specifications.

Production Dates : JUL 13, 2019 - SEP 04, 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 GLE450 1 Vehicle

The recall population was determined through production records.

Vehicles outside of the recall population have dashboards manufactured according to current production specifications.

Production Dates : JUL 13, 2019 - SEP 04, 2020

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 3 : 2020-2020 Mercedes-Benz GLS 450

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020 GLS450 1Vehicle

The recall population was determined through production records.

Vehicles outside of the recall population have dashboards manufactured according to current production specifications.

Production Dates : JUL 13, 2019 - SEP 04, 2020

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 4 : 2021-2021 Mercedes-Benz AMG GLE53

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021 AMG GLE53 1 Vehicle

The recall population was determined through production records.

Vehicles outside of the recall population have dashboards manufactured according to current production specifications.

Production Dates : JUL 13, 2019 - SEP 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") 2020-2021 GLE-Class and GLS-Class vehicles (167 platform), the dashboard might not meet current production specifications.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In this case, the adhesion of the dashboard surface to the base material might not be ensured. In the event of a crash where the passenger airbag deploys, the inflation of the passenger airbag could be impaired, increasing the risk of injury to occupants.

Description of the Cause : Due to a deviation in the production process of a supplier, the pretreatment of the dashboard base material might not have been performed as intended.

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 : Dashboard

Component Description : Dashboard

Component Part Number : INSTRUM.BOARD: A1676800301

Component Name 2 : Dashboard

Component Description : Dashboard

Component Part Number : INSTRUM.BOARD: A1676802904

Component Name 3 : Dashboard

Component Description : Dashboard

Component Part Number : INSTRUM.BOARD: A1676809900

Supplier Identification :

Component Manufacturer

Name : Draexlmaier Automotive of America LLC

Address : 1751 East Main Street

P.O. Box 1345 Duncan South Carolina 29334

Country : United States

Chronology :

In September 2020, MBAG launched initial investigations based on an irregularity in a standard series test performed by the supplier. This test showed an insufficient bonding of the dashboard surface to the base material of the dashboard. The investigation indicated that the irregularity was caused by a missing pretreatment of the dashboard base material.

A detailed analysis of the issue was immediately started in conjunction with the supplier and found that the missing pretreatment was caused by a programming error during the supplier's production process and may have resulted in some dashboard carriers not having received the pretreated as intended. The supplier updated its processes in September 2020 to ensure the proper pretreatment was conducted.

In the further course of the analysis, MBAG and the supplier reviewed their documentation of the already produced dashboard carriers by means of available camera documentation of all parts back to the start of production. Through this detailed analysis, the potentially affected vehicles could be identified accurately.

In October 2020, a factory campaign was initiated to rework all vehicles still in access. In parallel, an analysis

was initiated of the potential consequences of vehicles in the field.
In January 29, 2021, MBAG determined that a potential safety risk cannot be ruled out and decided to conduct a recall for the potentially affected vehicles.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer will replace the dashboard 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 : Dashboard produced according to specification
Remedy Part No
INSTRUM.BOARD: A1676800301
INSTRUM.BOARD: A1676802904
INSTRUM.BOARD: A1676809900

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 September 07, 2020 onwards.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on February 12, 2021. Owners will be notified of the voluntary recall campaign by an interim letter on March 26, 2021. Final letter will be mailed approximately one week after launch to the dealers on April 16, 2021. A copy of all communications will be provided when available.

Planned Dealer Notification Date : FEB 12, 2021 - NR
Planned Owner Notification Date : MAR 26, 2021 - NR

* NR - Not Reported