

# Part 573 Safety Recall Report

## 21V-288

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

**Submission Date :** APR 26, 2021

**NHTSA Recall No. :** 21V-288

**Manufacturer Recall No. :** NR



### Manufacturer Information :

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

**Address :** 13470 International Parkway  
Jacksonville FL 32218

**Company phone :** 1-877-496-3691

### Population :

**Number of potentially involved :** 6,331

**Estimated percentage with defect :** 100 %

### Vehicle Information :

**Vehicle 1 :** 2020-2020 Mercedes-Benz GLE350

**Vehicle Type :** LIGHT VEHICLES

**Body Style :** SUV

**Power Train :** GAS

**Descriptive Information :** Mercedes-Benz 2020 GLE350 4325 Vehicles

The recall population was determined through production records. Vehicles outside the specified recall population have air conditioning drain hoses installed according to current production specifications.

**Production Dates :** AUG 30, 2018 - JUL 18, 2020

**VIN Range 1 : Begin :**

NR

**End :** NR

☐ Not sequential

**Vehicle 2 :** 2020-2020 Mercedes-Benz GLE450

**Vehicle Type :** LIGHT VEHICLES

**Body Style :** SUV

**Power Train :** GAS

**Descriptive Information :** Mercedes-Benz 2020 GLE450 1045 Vehicles

The recall population was determined through production records. Vehicles outside the specified recall population have air conditioning drain hoses installed according to current production specifications.

**Production Dates :** AUG 30, 2018 - JUL 18, 2020

**VIN Range 1 : Begin :**

NR

**End :** NR

☐ Not sequential

Vehicle 3 : 2020-2020 Mercedes-Benz GLE580

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020 GLE580 3 Vehicles

The recall population was determined through production records. Vehicles outside the specified recall population have air conditioning drain hoses installed according to current production specifications.

Production Dates : AUG 30, 2018 - JUL 18, 2020

VIN Range 1 : Begin : NR End : NR

☐ Not sequential

Vehicle 4 : 2021-2021 Mercedes-Benz AMG GLE 53

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 the specified recall population have air conditioning drain hoses installed according to current production specifications.

Production Dates : AUG 30, 2018 - JUL 18, 2020

VIN Range 1 : Begin : NR End : NR

☐ Not sequential

Vehicle 5 : 2020-2020 Mercedes-Benz GLS450

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020 GLS450 928 Vehicles

The recall population was determined through production records. Vehicles outside the specified recall population have air conditioning drain hoses installed according to current production specifications.

Production Dates : AUG 30, 2018 - JUL 18, 2020

VIN Range 1 : Begin : NR End : NR

☐ Not sequential

Vehicle 6 : 2020-2020 Mercedes-Benz GLS580

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020 GLS580 29 Vehicles

The recall population was determined through production records. Vehicles outside the specified recall population have air conditioning drain hoses installed according to current production specifications.

Production Dates : AUG 30, 2018 - JUL 18, 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 (167 platform) vehicles, the air conditioning drain hoses might be incorrectly installed in the vehicle. In this case, condensation water from the air conditioning might enter the passenger compartment.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If a significant volume of condensation water enters the driver and passenger side footwells, it might cause corrosion and/or short circuits to the electrical components installed in this area potentially, which could increase the risk of fire. In addition, the performance of other features of the vehicle could be affected. For example, the automatic emergency call (eCall) might not be available, the vehicle might not be able to be unlocked and/or started; and the engine limp-home mode might be activated during driving, which could increase the risk of injury or a crash.

Description of the Cause : Due to a deviation in the assembly process, the air conditioning drain hoses might not have been installed according to current production specifications. As a result, the tightness of the connection cannot be ensured.

Identification of Any Warning that can Occur : The customer might observe wet carpets in the front footwells, and fogged windows.

**Involved Components :**

Component Name 1 : Condensation drainage hose

Component Description : Condensation drainage hose

Component Part Number : A1678323600

**Supplier Identification :****Component Manufacturer**

Name : Mercedes-Benz AG

Address : NR

Foreign States

Country : Germany

## Chronology :

At the end of May 2019, MBAG launched initial investigations based on several individual reports from the field describing varying instances in which customers described water ingress into the passenger compartment. Upon analysis of the vehicles in the workshops, loose air conditioning drain hoses were found. In June 2019, analyses in the vehicle assembly plant were conducted in order to identify whether there were any vehicles at the plant that may have loose drain hoses as well as to determine potential root causes for the loose drain hoses observed in the field. In parallel, the potentially affected vehicles were determined. In July 2019, MBAG conducted an analysis of the potential effects of water ingress into the passenger compartment due to the manner in which the drain hoses were installed in the vehicles MBAG observed. In the beginning of August 2019, MBAG determined that a potential safety risk cannot be ruled out and decided to conduct safety recall 19V587. Please see chronology supplement.

## Description of Remedy :

Description of Remedy Program :	An authorized Mercedes-Benz dealer will check the air conditioning drain hoses and correct their installation, 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 all involved vehicles remain covered under the new vehicle warranty.
How Remedy Component Differs from Recalled Component :	Air conditioning drain hoses installed according to current production specifications.
Identify How/When Recall Condition was Corrected in Production :	A change in the assembly processes ensures that this issue can no longer occur from July 20, 2020 onwards.

## Recall Schedule :

Description of Recall Schedule :	Dealers will be notified of the pending voluntary recall campaign on April 30, 2021. Owners will be notified approximately one week after recall launch to the dealers in June 22, 2021. A copy of all communications will be provided when available
Planned Dealer Notification Date :	APR 30, 2021 - NR
Planned Owner Notification Date :	JUN 22, 2021 - NR

\* NR - Not Reported