

# Part 573 Safety Recall Report

# 21V-406

**Manufacturer Name :** Mercedes-Benz USA, LLC**Submission Date :** JUL 09, 2021**NHTSA Recall No. :** 21V-406**Manufacturer Recall No. :** 2021060010**Manufacturer Information :****Population :**

Manufacturer Name : Mercedes-Benz USA, LLC

Number of potentially involved : 218

Address : 13470 International Parkway

Estimated percentage with defect : 100 %

Jacksonville FL 32218

Company phone : 1-877-496-3691

**Vehicle Information :**

Vehicle 1 : 2021-2021 Mercedes-Benz C300 Cabriolet

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz MY21 C300 Cabriolet 86 vehicles. The recall population was determined through production records. Vehicles outside of the recall population meet specifications for the mounting of the rear headrests.

Production Dates : FEB 17, 2021 - MAR 08, 2021

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2021-2021 Mercedes-Benz C43 AMG Cabriolet

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz MY21 C43 AMG Cabriolet 16 vehicles. The recall population was determined through production records. Vehicles outside of the recall population meet specifications for the mounting of the rear headrests

Production Dates : FEB 17, 2021 - MAR 08, 2021

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 3 : 2021-2021 Mercedes-Benz C63 AMG Cabriolet

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz MY21 C63 AMG Cabriolet 8 vehicles. The recall population was determined through production records. Vehicles outside of the recall population meet specifications for the mounting of the rear headrests.

Production Dates : FEB 17, 2021 - MAR 08, 2021

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 4 : 2021-2021 Mercedes-Benz C63 AMG S Cabriolet

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz MY21 C63 AMG S Cabriolet 10 vehicles. The recall population was determined through production records. Vehicles outside of the recall population meet specifications for the mounting of the rear headrests.

Production Dates : FEB 17, 2021 - MAR 08, 2021

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 5 : 2021-2021 Mercedes-Benz E450 Cabriolet

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz MY21 E450 Cabriolet 86 vehicles. The recall population was determined through production records. Vehicles outside of the recall population meet specifications for the mounting of the rear headrests.

Production Dates : FEB 17, 2021 - MAR 08, 2021

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 6 : 2021-2021 Mercedes-Benz E53 AMG Cabriolet

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz MY21 E53 AMG Cabriolet 12 vehicles. The recall population was determined through production records. Vehicles outside of the recall population meet specifications for the mounting of the rear headrests.

Production Dates : FEB 17, 2021 - MAR 08, 2021

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”) 2021 C-Class Convertible (205 platform) and E-Class Convertible (238 platform) vehicles, the mounting point of the rear headrests to the seatback might not meet specifications.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In this case, the rear headrests might move or detach from the seat in the event of a crash. This could increase the risk of injury.

Description of the Cause : Due to a production deviation at a supplier, the guide bushing for the rear headrests might not be installed in the seatback according to specifications.

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 : Head Restraint Guide

Component Description : Head Restraint Guide Less Unlocking Mechanism

Component Part Number : A2059706700

Component Name 2 : Head Restraint Guide

Component Description : Head Restraint Guide with Unlocking Mechanism

Component Part Number : A2059706800

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

Name : Lear Corporation GmbH

Address : La-Rochelle-Straße 1  
Bremen Foreign States 28309

Country : Germany

**Chronology :**

In mid-February 2021, MBAG launched initial investigations based on a vehicle at the plant, on which a headrest did not properly latch. A plant action was immediately launched to check potentially affected vehicles before they would be released. The subsequent analysis of the affected seatback showed that a rear headrest guide bushing had not been installed according to specifications by the supplier. As some vehicles from the affected production period had already left the plant, an analysis of potential impacts was carried out from the middle of March 2021 onwards.

On May 21, 2021, MBAG determined that a potential safety risk cannot be ruled out and decided to conduct a recall.

## Description of Remedy :

**Description of Remedy Program :** An authorized Mercedes-Benz dealer will check the guide bushings on the rear seatbacks of the potentially affected vehicles and replace them, 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 the involved vehicles would not have been previously subject to the condition described.

**How Remedy Component Differs from Recalled Component :** Guide bushings on the rear seats installed according to specifications.  
Head Restraint Guide: A2059706700 and A2059706800

**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 Mar 23, 2021 onwards.

## Recall Schedule :

**Description of Recall Schedule :** Dealers will be notified of the pending voluntary recall campaign on June 7, 2021. Owners will be notified of the voluntary recall campaign approximately one week after launch to the dealers on July 27, 2021. A copy of all communications will be provided when available.

**Planned Dealer Notification Date :** JUN 07, 2021 - NR

**Planned Owner Notification Date :** JUL 27, 2021 - NR

\* NR - Not Reported