

# Part 573 Safety Recall Report

# 21V-989

**Manufacturer Name :** Mercedes-Benz USA, LLC**Submission Date :** DEC 22, 2021**NHTSA Recall No. :** 21V-989**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 : 1

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2020-2020 Mercedes-Benz CLA250

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020 CLA-Class 1 Vehicle

The recall population was determined through production records. Vehicles outside of the recall population have the power steering assist power supply adhesion according to current production specifications.

Production Dates : JUL 01, 2020 - JUL 01, 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 a certain Model Year ("MY") 2020 CLA-Class (118 platform) vehicle, the power supply connection of the electric power steering might have been contaminated with melted adhesive.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In this case, aging of the adhesive might lead to a loss of the adhesion strength and subsequently result in a loose connection. This in turn might result in an interruption of to the power supply. As a consequence, the power steering assist might fail spontaneously during driving which could increase the risk of a crash.

Description of the Cause : Due to a production deviation at a supplier, a certain batch of power supply connections to the electric power steering system might be contaminated.

Identification of Any Warning : When the issue occurs, the customer might notice increased steering forces and a red warning message regarding the power steering displayed in the

that can Occur : instrument cluster.

## Involved Components :

Component Name 1 : Steering wiring harness

Component Description : Steering wiring harness

Component Part Number : A1775409637

Component Name 2 : Cable set to the fan

Component Description : Cable set to the fan

Component Part Number : A1775404928

## Supplier Identification :

### Component Manufacturer

Name : Aptiv Services Deutschland GmbH

Address : Am Technologierpark 1

Wuppertal Foreign States 42119

Country : Germany

## Chronology :

At the end of June 2020, MBAG launched an initial investigation after several internal vehicles experienced a loss of the electric power steering assist. MBAG immediately applied an additional control measure to ensure that the correct torque had been applied to the power supply connection for the electric power steering. In July 2020, however, additional cases of vehicles experiencing a loss of electric power steering assist were reported by the production plant. Accordingly, MBAG initiated further analysis into the issue.

MBAG determined that melted adhesive loosened the power supply connection to the electric power steering in the analyzed vehicles. MBAG subsequently reviewed its supplier's production process in detail to understand the point in the process at which the contamination may have occurred. As a result of this investigation, MBAG determined that the root cause of the issue was limited to a production deviation caused by an unauthorized rework at the supplier. An instruction regarding the correct production process was given to the supplier and visual inspection of all potentially affected vehicles in production was immediately implemented by MBAG in July 2020.

Starting in July 2020, MBAG also analyzed the potential for vehicles in the field to have departed the production plant with potentially affected adhesive used in the power supply connection. In parallel, through the first

quarter of 2021, MBAG evaluated production records to determine the population of potentially affected vehicles in the field. MBAG has not received any field complaints in the US regarding this issue, but has determined that there is one (1) potentially affected vehicle in the US. Further analyses were performed until July 2021 to assess the different possible contamination levels and its individual influence on the connection. Please see Chronology Supplement.

## Description of Remedy :

**Description of Remedy Program :** An authorized Mercedes-Benz dealer will check the connection on the affected vehicles and rework, 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.

**How Remedy Component Differs from Recalled Component :** Connection without adhesive contamination

Remedy Part Number:  
Steering wiring harness      A1775409637  
Cable set to the fan      A1775404928

**Identify How/When Recall Condition was Corrected in Production :** Instruction to the responsible staff of our supplier ensures that this issue can no longer occur from July 09, 2020 onwards.

## Recall Schedule :

**Description of Recall Schedule :** Dealers will be notified of the pending voluntary recall campaign on December 24, 2021. Owners will be notified of the voluntary recall campaign before February 15, 2021. A copy of all communications will be provided when available.

**Planned Dealer Notification Date :** DEC 27, 2021 - NR

**Planned Owner Notification Date :** DEC 15, 2022 - NR

\* NR - Not Reported