

Part 573 Safety Recall Report

22V-680

Manufacturer Name : Mercedes-Benz USA, LLC

Submission Date : SEP 12, 2022

NHTSA Recall No. : 22V-680

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 : 161,000

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2022 Mercedes-Benz GLE 350

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020-2022 GLE-Class 86,652 Vehicles

The recall population was determined through production records. Vehicles outside of the recall population have the mounting of the rear door trim according to current production specifications.

Production Dates : MAY 20, 2019 - APR 07, 2022

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2021-2021 Mercedes-Benz GLE400 e

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : HYBRID ELECTRIC

Descriptive Information : Mercedes-Benz 2021 GLE-Class 1 Vehicles

The recall population was determined through production records. Vehicles outside of the recall population have the mounting of the rear door trim according to current production specifications.

Production Dates : MAY 20, 2019 - APR 07, 2022

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 3 : 2020-2022 Mercedes-Benz GLE450

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020-2022 GLE-Class 15,558 Vehicles

The recall population was determined through production records. Vehicles outside of the recall population have the mounting of the rear door trim according to current production specifications.

Production Dates : MAY 20, 2019 - APR 07, 2022

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 4 : 2021-2022 Mercedes-Benz AMG GLE53

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021-2022 AMG GLE-Class 5,375 Vehicles

The recall population was determined through production records. Vehicles outside of the recall population have the mounting of the rear door trim according to current production specifications.

Production Dates : MAY 20, 2019 - APR 07, 2022

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 5 : 2020-2021 Mercedes-Benz GLE580

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020-2021 GLE-Class 2,118 Vehicles

The recall population was determined through production records. Vehicles outside of the recall population have the mounting of the rear door trim according to current production specifications.

Production Dates : MAY 20, 2019 - APR 07, 2022

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 6 : 2021-2021 Mercedes-Benz AMG GLE63 S

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021 GLE-Class 1,565 Vehicles

The recall population was determined through production records. Vehicles outside of the recall population have the mounting of the rear door trim according to current production specifications.

Production Dates : MAY 20, 2019 - APR 07, 2022

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 7 : 2020-2022 Mercedes-Benz GLS 450

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020-2022 GLS-Class 41,532 Vehicles

The recall population was determined through production records. Vehicles outside of the recall population have the mounting of the rear door trim according to current production specifications.

Production Dates : MAY 20, 2019 - APR 07, 2022

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 8 : 2020-2021 Mercedes-Benz GLS580

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2020-2021 GLS-Class 5,161 Vehicles

The recall population was determined through production records. Vehicles outside of the recall population have the mounting of the rear door trim according to current production specifications.

Production Dates : MAY 20, 2019 - APR 07, 2022

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 9 : 2021-2021 Mercedes-Benz Maybach GLS600

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021 GLS-Class 673 Vehicles

The recall population was determined through production records. Vehicles outside of the recall population have the mounting of the rear door trim according to current production specifications.

Production Dates : MAY 20, 2019 - APR 07, 2022

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 10 : 2021-2021 Mercedes-Benz AMG GLS63

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2021 GLS-Class 2,365 Vehicles

The recall population was determined through production records. Vehicles outside of the recall population have the mounting of the rear door trim according to current production specifications.

Production Dates : MAY 20, 2019 - APR 07, 2022

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") 2020-2022 GLE and GLS (167, X167 platform) vehicles, the fastening of the rear door window trim bars might not meet current production specifications.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Under certain driving conditions, the trim bar might separate from the vehicle while driving. This might pose a risk of injury for other road users and increase the risk of a crash.

Description of the Cause : Due to a deviation in the assembly process, the trim bars at the rear door windows might not be fastened in accordance with current production specifications.

Identification of Any Warning that can Occur : The driver will not receive a warning due to the nature of the failure mechanism.

Involved Components :

Component Name 1 : Side Window Pane

Component Description : Side Window Pane

Component Part Number : A1677301108

Component Name 2 : Side Window Pane

Component Description : Side Window Pane

Component Part Number : A1677301408

Component Name 3 : Side Window Pane

Component Description : Side Window Pane

Component Part Number : A1677301208

Component Name 4 : Side Window Pane

Component Description : Side Window Pane

Component Part Number : A1677301308

Component Name 5 : Side Window Pane

Component Description : Side Window Pane

Component Part Number : A1677300507

Component Name 6 : Side Window Pane

Component Description : Side Window Pane

Component Part Number : A1677300807

Component Name 7 : Side Window Pane

Component Description : Side Window Pane

Component Part Number : A1677300607

Component Name 8 : Side Window Pane

Component Description : Side Window Pane

Component Part Number : A1677300707

Supplier Identification :

Component Manufacturer

Name : AGC Automotive Americas Co.

Address : 34505 W. 12 Mile Road Suite 300
Farmington Hills Michigan 48331

Country : United States

Chronology :

In March 2021, MBAG received isolated field reports from the US that trim bars were loose or had detached from a vehicle during driving. MBAG commenced an investigation, and began to retrieve damaged parts from the field for analysis. As part of that analysis, MBAG determined that the window trim detachments were not the result of a design or product specification error.

In an earlier recall, the design of the trim attachment had been modified to address this potential occurrence. In analyses in May-June 2021, MBAG determined that the parts involved in the current incidents were not subject to prior recall, and had been produced after the design change was implemented. In the summer of 2021, further analyses were conducted in order to determine the failure mechanism for the re-designed parts. These analyses suggested that certain rework measures in the vehicle assembly plant (which included a removal and re-installation of the trim bars) may not have been performed according to current production specifications. To mitigate that possibility, the company added a further manual "pull check" to the production process, and revised relevant work instructions in July 2021.

In July 2021, the documentation of the rework processes for different assembly lines were analyzed from the responsible production plant, including an effort to determine if a particular worker or assembly group may have caused such deviation.

From August through December 2021, MBAG continued its investigation and close review, attempting to pinpoint the timing and point in the process in which above mentioned errors may have occurred. However, due to a lack of sufficient documentation of rework that was directly carried out on the assembly line, MBAG was not able to identify or further limit specific factors.

Please see Chronology Supplement.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer will check the installation of the trim bars on the rear door windows and rework 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 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 : Side window pane installed according to current production specifications. Remedy Parts:(Side Window Pane) A1677301108, A1677301308, A1677301208, A1677301408, A1677300507, A1677300707, A1677300607, A1677300807

Identify How/When Recall Condition was Corrected in Production : A change in the production procedure ensures that this issue can no longer occur from April 25, 2022 onwards.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on September 19, 2022. Owners will be notified of the voluntary recall campaign before November 11, 2022. A copy of all communications will be provided when available.

Planned Dealer Notification Date : SEP 19, 2022 - NR

Planned Owner Notification Date : NOV 11, 2022 - NR

* NR - Not Reported