

Part 573 Safety Recall Report

23V-741

Manufacturer Name : Mercedes-Benz USA, LLC

Submission Date : NOV 10, 2023

NHTSA Recall No. : 23V-741

Manufacturer Recall No. : 2023110003



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 : 7

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2024-2024 Mercedes-Benz GLC 300

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 7 vehicles. The recall population was determined through production records. For vehicles outside of the recall population, the front, rear and fixed side window bonding meets specifications.

Production Dates : SEP 12, 2023 - SEP 20, 2023

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") 2024 GLC (254 platform) vehicles, the front, rear and fixed side window bonding might not meet specifications.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Insufficient adhesion for the stationary front, rear, and side windows cannot be excluded. This might lead to a separation of the windows from the vehicle which could increase the risk of a crash for following traffic. In addition, if a crash resulting in frontal passenger airbag deployment were to occur, the airbag might not be supported by the windshield as intended which could increase the risk of injury for the vehicle occupant.

Description of the Cause : Due to a production deviation at a supplier, certain barrels could have been filled with an incorrect adhesive that might not meet current specifications.

Identification of Any Warning : Before the issue occurs, the driver will not receive a warning due to the nature of the failure mechanism.

that can Occur : When the issue occurs, the driver might notice wind noises and water ingress while driving.

Involved Components :

Component Name 1 : Rear Window

Component Description : Rear Window

Component Part Number : A2547401200

Component Name 2 : Windshield

Component Description : Windshield

Component Part Number : A2546706001

Component Name 3 : Side Window, Fixed

Component Description : Side Window, Fixed

Component Part Number : A2546707300

Component Name 4 : Side Window, Fixed

Component Description : Side Window, Fixed

Component Part Number : A2546707400

Component Name 5 : Windshield

Component Description : Windshield

Component Part Number : A2546701700

Component Name 6 : Windshield

Component Description : Windshield

Component Part Number : A2546706101

Supplier Identification :**Component Manufacturer**

Name : EFTEC AG

Address : Hofstrasse 31

Romanshorn Foreign States 8590

Country : Switzerland

Chronology :

Mid-September 2023, MBAG became aware of an irregularity in the production process, during which the adhesive on one window had unexpected material characteristics. As an immediate reaction, MBAG analyzed the adhesive and concluded that the batch delivered did not fulfil specifications. Up until beginning of October, 2023, MBAG and its supplier identified the barrel labelling process as the root cause and could therefore determine the affected batch and subsequently identify the potentially affected vehicle population. In parallel, MBAG started various analyses in order to determine the characteristics of the adhesive which had erroneously been filled into the affected barrels. On this basis, further investigations were performed to check the consequences of the issue.

On October 27, 2023, MBAG determined that a potential safety risk cannot be ruled out and decided to conduct a recall.

MBAG can confirm there are no warranty claims, field or service reports related to this defect in the USA.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer will replace the affected windows 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 : For vehicles outside of the recall population, the front, rear and fixed side window bonding meets specifications. Remedy parts:

A2547401200 Rear Window,
A2546706001 Windshield,
A2546707300 Side Window Fixed,
A2546707400 Side Window Fixed,
A254670170028 Windshield,
A2546706101 Windshield,
A000989490511 1 component adhesive,

A009989757111 Primer

Identify How/When Recall Condition was Corrected in Production : A change in the supplier’s production procedure ensures that this issue can no longer occur from September 26, 2023 onwards.

Recall Schedule :

Description of Recall Schedule :	Dealers will be notified of the pending voluntary recall campaign on November 10, 2023. Owners will be notified of the voluntary recall campaign before January 2, 2024. A copy of all communications will be provided when available.
Planned Dealer Notification Date :	NOV 10, 2023 - NR
Planned Owner Notification Date :	JAN 02, 2024 - NR

* NR - Not Reported