

# Part 573 Safety Recall Report

# 19V-867

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

**Submission Date :** DEC 06, 2019

**NHTSA Recall No. :** 19V-867

**Manufacturer Recall No. :** NR



## Manufacturer Information :

## Population :

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

**Number of potentially involved :** 1

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

**Estimated percentage with defect :** 100 %

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

## Vehicle Information :

**Vehicle 1 :** 2020-2020 Mercedes-Benz GLE450 4MATIC

**Vehicle Type :** LIGHT VEHICLES

**Body Style :** SUV

**Power Train :** GAS

**Descriptive Information :** 167.159 FB5K 1 Vehicle

The recall population was determined through production records. Vehicles outside of the recall population have the correct third row headrests installed.

**Production Dates :** JUL 13, 2018 - NOV 05, 2018

**VIN Range 1 : Begin :** 4JGFB5KE7LA001568 **End :** 4JGFB5KE7LA001568

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 GLE vehicles (167 platform) with third row seating, the respective headrests might not meet current production specifications.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** Due to an insufficient padding of the headrest, the third row seat passengers might not be made aware of a potential misadjustment of the headrest. Thus, the appropriate adjustment and operation of the headrest might not be ensured.

Furthermore, the catch groove in the headrest's rod might be missing. In such case, the third row headrests might not be reliably secured in the event of a crash.

In both cases, the risk of injury for the occupants might be increased in the

event of a crash.

**Description of the Cause :** Due to a deviation in the development process, the third row headrest might not meet current production specifications.

**Identification of Any Warning that can Occur :** The customer will not receive an advance warning due to the nature of the failure mechanism.

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

In the end of June 2018, MBAG validation tests showed, that certain design measures on the headrests were necessary to fulfill specifications.

At this time, the production was still in a test run, the series production had not yet started. In October 2018, a plant action was released and the reworking of the already manufactured vehicles began.

During a routine plant audit, it was found that certain early production vehicles were released from the Vehicle Processing Center without having been updated with the certified headrests. The affected vehicle population was identified and a decision was made to conduct a safety recall on November 29, 2019.

## Description of Remedy :

**Description of Remedy Program :** An authorized Mercedes-Benz dealer will replace the headrests on the third seat row 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 :** Remedy headrest according to specification.

Part Nos.

A1679701402 Head Restraint

A1679701502 Head Restraint

A1679704200 Head Restraint

Identify How/When Recall Condition was Corrected in Production : The installation of third row headrests that comply with specification ensures that this issue can no longer occur from Nov 05, 2018 onwards.

### Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on December 13, 2019. Owners will be notified of the voluntary recall campaign approximately one week after launch to the dealers on February 04, 2020. A copy of all communications will be provided when available.

Planned Dealer Notification Date : DEC 13, 2019 - NR

Planned Owner Notification Date : FEB 04, 2020 - NR

\* NR - Not Reported