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Service

newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Recall Campaign Initial Notification Check Front Turn Signal LED Module MY18 253 (GLC-Class)	DATE: October 2, 2018

IMPORTANT NEW RECALL CAMPAIGN INFORMATION





RECALL CAMPAIGN INITIAL NOTIFICATION

October 2, 2018

Campaign No. :	Campaign Desc. :	Check Front Turn Signal LED Module
TBA	PEND 253 LED	
<p>This is to notify you of a new Recall Campaign regarding the front turn signal light emitting diodes (LED) on 4,702 Model Year (“MY”) 2018 GLC-Class and GLC-Class Coupe (253 platform) vehicles. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as “PENDING” on October 2, 2018.</p>		
Background		
Issue	Daimler AG (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2018 GLC-Class (253 platform) vehicles equipped with LED headlamps, the front turn signal lights may be pink/violet in color. Though the function of the indicators is not affected, they may not satisfy regulatory requirements.	
What We’re Doing	MBUSA will conduct a voluntary recall. An additional notification will be sent when the remedy is available.	
Parts	Parts are not yet available. An additional notification will be sent once parts are available for repairs.	
Vehicles Affected		
Vehicle Model Year(s)	2018	
Vehicle Model	GLC-Class, GLC-Class Coupe	
Vehicle Populations		
Total Recall Population	4702	
Total Vehicles in Dealer Inventory	115	
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY18 GLC-Class and GLC-Class Coupe vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Once the remedy is available, the vehicles will be flagged as “OPEN” and Work Instructions will be available in Star TekInfo. Once the repair is complete, the vehicle may be sold or leased.</p> <p style="text-align: center;">Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p> <p>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY18 GLC-Class and GLC-Class Coupe vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	Customer letters will be mailed approximately one week after the remedy becomes available.	
AOMS/SOMS	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.	
Rental Fleet Partners	This recall may affect vehicles in your fleet. Please contact your respective MBUSA fleet representative for further information and next steps. For repairs, please contact your preferred MBUSA dealer.	
<p>While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction. Please refer all customer inquiries to the Customer Assistance Center at 1-800-FOR-MERCEDES.</p>		