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| 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 Mounting of A/B/C pillar covers MY19 S-Class (222 Platform) | DATE: August 16,2019 |

IMPORTANT RECALL CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above.

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES.

Sincerely,

Gregory Gunther

Department Manager, Vehicle Compliance & Analysis



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| Campaign No. : | NHTSA ID | Campaign Desc. : | Mounting of A/B/C pillar covers |
| TBA | 19V584 | PEND 222 PLR CVR | |
| <p>This is to notify you of a new Recall Campaign regarding the mounting of A, B and C pillar covers on 1 Model Year (“MY”) 2019 S-Class (222 platform) vehicle. 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 August 16, 2019.</p> | | | |
| Background | | | |
| Issue | Daimler AG (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on a certain Model Year (“MY”) 2019 S-Class vehicle, (222 platform) the A, B, and C pillar covers might not be installed according to current production specifications. | | |
| What We’re Doing | MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the installation of the pillar covers on the affected vehicle and rework, if necessary. | | |
| Parts | A remedy is not yet available. An additional notification will be sent once a remedy is available. | | |
| Vehicles Affected | | | |
| Vehicle Model Year(s) | 2019 | | |
| Vehicle Model | S-Class | | |
| Vehicle Populations | | | |
| Total Recall Population | 1 | | |
| Total Vehicles in Dealer Inventory | 0 | | |
| <p>Given this notice, it is <u>a violation of Federal law</u> for a dealer to sell or lease any <u>new MY19 S-Class vehicles in dealer inventory covered by this notification until the vehicle has been repaired.</u> 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>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p> <p>Additionally, given this notice, it is <u>a violation of Federal Law</u> for <u>car rental companies</u> to rent new MY19 S-Class vehicles covered by this notification until the vehicle has been repaired.</p> | | | |
| Next Steps/Notes | | | |
| Customer Notification Timeline | The customer letter 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> | | | |

