

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 Wiring Harness for Electric Coolant Pump MY19 CLS-Class (257 Platform)	DATE: August 23, 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



Campaign No. :	NHTSA ID	Campaign Desc. :	Wiring Harness for Electric Coolant Pump
TBA	19V605	PEND 257 WG HRNS	
<p>This is to notify you of a new Recall Campaign regarding the wiring harness for the electric coolant pump on 3,257 Model Year (“MY”) 2019 CLS-Class (257 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 August 23, 2019.</p>			
Background			
Issue	<p>Daimler AG (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2019 CLS-Class vehicles (257 platform) equipped with a 6-cylinder gasoline engine (M256), the electric power supply for the engine coolant pump might contact the engine fan and chafe. Chafing of the electric power supply for the engine coolant pump could lead to a malfunction of the engine coolant pump and/or a deactivation of the 48V on-board electrical system. If the engine coolant pump malfunctions, the engine coolant temperature might increase, potentially leading to an engine stall. If the 48V on-board electrical system becomes deactivated while the engine is running, the vehicle can continue to be driven. However, a restart of the engine would not be possible should the engine be switched off by the ECO start/stop function or the “Glide” mode functionality. In both cases, the vehicle propulsion would be lost, increasing the risk of a crash.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check for damage on the electric power supply feed to the coolant pump and repair it, if necessary. Additionally, the routing of the electric line will be modified in order to prevent potential contact with the engine fan.</p>		
Parts	<p>A remedy is not yet available. An additional notification will be sent once a remedy is available.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2019		
Vehicle Model	CLS-Class		
Vehicle Populations			
Total Recall Population	3,257		
Total Vehicles in Dealer Inventory	385		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY19 CLS-Class 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>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 MY19 CLS-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>			

