

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 Rear Axle Carrier Left Side MY19 231 (SL-Class)	Date: November 1, 2019

IMPORTANT RECALL CAMPAIGN UPDATE

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. :	Mounting of Rear Axle Carrier Left Side
TBD	19V768	PEND 231 REAR AXL	

This is to notify you of a new **Recall Campaign** regarding the mounting of the rear axle carrier on **36** Model Year (“MY”) MY19 231 (SL-Class) 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 November 1, 2019.

Background

Issue	Mercedes-Benz AG (“MBAG”), manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2019 SL-class vehicles (231 platform), the mounting point of the left side beam on the rear axle carrier might not meet current production specification. Due to a deviation in the production process at the supplier, occlusions might have been introduced during the casting process in the area of the front left mounting point. Depending on the position and size of the occlusion in the front left mounting point, the load capacity of this bolt connection might be impaired. Over time, this might lead to a failure of this bolt connection, which would result in significant knocking noise emanating from the rear axle. If the customer were to ignore these pre-warning noises over a longer period of time, it is possible that the remaining three bolt connections could also fail, thereby affecting vehicle handling, and increasing the risk of a crash.
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What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the front left bolt connection of the rear axle carrier on the affected vehicles. If the bolt connection is impaired, the defect would be irreparable. In that event, a repurchase of the customer’s vehicle will be considered.
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Parts	An additional notification will be sent when the inspection procedure is available.
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Vehicles Affected

Vehicle Model Year(s)	2019
Vehicle Model	SL-Class

Vehicle Populations

Total Recall Population	36
Total Vehicles in Dealer Inventory	7

Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY19 SL-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.

Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired. As a matter of normal service process, please check for other repair measures which might be applicable to the vehicle(s)

Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY19 SL-Class vehicles covered by this notification until the vehicle has been repaired.

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.

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.

