

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 Implausible Seat Belt Detection MY18-19 C-Class (205 Platform), GLC-Class (253 Platform), E-Class (213 Platform), CLS-Class (257 Platform), GT-Class (290 Platform), G-Class (463 Platform)	DATE: November 8, 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. :	Implausible Seat Belt Detection
TBA	19V788	PEND FR SB DET	
<p>This is to notify you of a new Recall Campaign regarding the seat belt detection in 29,679 Model Year (“MY”) 18-19 C-Class (205 platform), GLC-Class (253 platform), E-Class (213 platform), CLS-Class (257 platform), GT (290 platform) and G-Class (463 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 November 8, 2019.</p>			
Background			
Issue	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 18-19 C-Class (205 platform), GLC-Class (253 platform), E-Class (213 platform), CLS-Class (257 platform), GT (290 platform) and G-Class (463 platform) vehicles, certain front seat belt buckles might not have been manufactured according to current production specification. A correctly latched seat belt could be erroneously detected as not latched. The occupants would be made aware by both a warning symbol in the instrument cluster as well as by an acoustic signal that warns instantly at the start of the drive. As a result, the electric PRE-SAFE®-function and the pretensioner may not be activated in the event of a crash in which the restraint systems are activated. Thus, the full effect of the restraint system could be impaired, increasing the risk of injury for the front passengers.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the relevant seat belt buckles in the affected vehicles and replace them if necessary.</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)	2018-2019		
Vehicle Model	C-Class, GLC-Class, E-Class, CLS-Class, GT-Class, G-Class		
Vehicle Populations			
Total Recall Population	29,679		
Total Vehicles in Dealer Inventory	1,263		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY18-19 C-Class, GLC-Class, E-Class, CLS-Class, GT-Class, G-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 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 MY18-19 C-Class, GLC-Class, E-Class, CLS-Class, GT-Class, G-Class 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>			

