

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: <b>Recall Campaign Initial Notification</b> <b>Timing Chain Idler Gear</b> <b>MY18-19 217 222 (S-Class)</b>	DATE: November 22, 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



<b>Campaign No. :</b>	<b>NHTSA ID</b>	<b>Campaign Desc. :</b>	<b>Timing Chain Idler Gear</b>
TBA	19V821	PEND IDLR GEAR	
<p>This is to notify you of a new <b>Recall Campaign</b> regarding the threaded connection of the timing chain idler gear in <b>6</b> Model Year (“MY”) 18-19 S-Class (222 platform) and S-Class Cabrio (217 platform) vehicles. The recall campaign will be visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. Affected VINs will be flagged in VMI as “PENDING” on November 22, 2019.</p>			
<b>Background</b>			
<b>Issue</b>	<p>Mercedes-Benz AG (“MBAG”) the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2018-2019 S-Class (222 platform) and S-Class Cabrio (217 platform) vehicles equipped with an 8-cylinder gasoline engine (M176), the threaded connection of the timing chain idler gear to the crankcase might not meet current production specifications. A threaded connection that does not meet current production specifications could result in the idler gear detaching from the crankcase. This could lead to contact between the engine valves and pistons, damaging the engine and leading to a vehicle stall, increasing the risk of a crash.</p>		
<b>What We’re Doing</b>	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the engine on the affected vehicles.</p>		
<b>Parts</b>	<p><b>A remedy is not yet available. An additional notification will be sent once a remedy is available.</b></p>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2018-2019		
<b>Vehicle Model</b>	S-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	6		
<b>Total Vehicles in Dealer Inventory</b>	0		
<p><b>Given this notice, it is <u>a violation of Federal law</u> for a dealer to sell or lease any <u>new</u> MY18-19 S-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.</b></p> <p><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</b></p> <p><b>Additionally, given this notice, it is <u>a violation of Federal Law</u> for <u>car rental companies</u> to rent MY18-19 S-Class vehicles covered by this notification until the vehicle has been repaired.</b></p>			
<b>Next Steps/Notes</b>			
<b>Customer Notification Timeline</b>	Customer letters will be mailed approximately one week after the remedy becomes available.		
<b>AOMS/SOMS</b>	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
<b>Rental Fleet Partners</b>	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>			

