February 14, 2020

Mr. Greg Gunther
Department Manager VCA
Mercedes-Benz USA, LLC.
13470 International Parkway
Jacksonville, FL 32218

NEF-150JK

20V-068

Subject: Inaccurate Vehicle Location for Emergency Services

Dear Mr. Gunther:

This letter serves to acknowledge Mercedes-Benz USA, LLC.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:
MERCEDES BENZ/AMG E53/2020
MERCEDES BENZ/E350/2020
MERCEDES BENZ/E450/2020
MERCEDES BENZ/GLC300/2020
MERCEDES-BENZ/AMG C43/2020
MERCEDES-BENZ/AMG C63 S/2020
MERCEDES-BENZ/AMG CLS53/2020
MERCEDES-BENZ/AMG GLC63/2020
MERCEDES-BENZ/AMG GT63/2020
MERCEDES-BENZ/AMG GT63S/2020
MERCEDES-BENZ/C300/2020

Mfr's Report Date: February 7, 2020

NHTSA Campaign Number: 20V-068

Components:
COMMUNICATION

Potential Number of Units Affected: 239

Problem Description:
Mercedes-Benz USA, LLC. (MBUSA) is recalling certain 2020 C300 Cabrio, C300 Cabrio 4MATIC, C300 Coupe, C43 AMG Cabrio 4MATIC, C43 AMG Coupe 4MATIC, C63S AMG Cabrio, CLS53 AMG 4MATIC, E350, E350 4MATIC, E450 Cabrio, E450 Cabrio 4MATIC, E450 Coupe, E450 Coupe 4MATIC, E450 4MATIC, E53 AMG Cabrio 4MATIC, GLC300 Coupe 4MATIC, GLC300, GLC300 4MATIC, GLC63 AMG Coupe 4MATIC, AMG GT63 4-Door 4MATIC, and AMG GT63S 4-Door 4MATIC vehicles.

An electrical circuit inside the Emergency Call System (eCall) communication module may be damaged, potentially relaying an inaccurate vehicle location.

Consequence:
An inaccurate vehicle location may delay emergency responders, increasing the risk of injury.

Remedy:
MBUSA will notify owners, and dealers will replace the communication module, free of charge. The recall is expected to begin April 7, 2020. Owners may contact MBUSA customer service at 1-800-367-6372.

Notes:
Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.
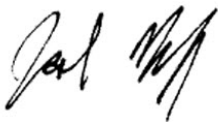
Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at jennifer.kruger@dot.gov. We look forward to working with you.

Sincerely,

Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement