



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

July 14, 2020

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

NEF-150JK
20V-395

Subject: ESP System Software Programmed Incorrectly

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 C63/2019-2020
MERCEDES-BENZ/AMG C63 S/2019-2020
MERCEDES-BENZ/AMG GLC63/2020
MERCEDES-BENZ/AMG GLC63 S/2020
MERCEDES-BENZ/AMG GT 53/2019-2020
MERCEDES-BENZ/AMG GT63/2019-2020
MERCEDES-BENZ/AMG GT63S/2019-2020

Mfr's Report Date: July 6, 2020

NHTSA Campaign Number: 20V-395

Components:

ELECTRICAL SYSTEM: SOFTWARE
ELECTRONIC STABILITY CONTROL

Potential Number of Units Affected: 5,039

Problem Description:

Mercedes-Benz USA, LLC. (MBUSA) is recalling certain 2019-2020 C63 AMG, C63 AMG S, AMG GT 53, AMG GT 63, AMG GT 63 S, and 2020 GLC 63 AMG, GLC 63 AMG S vehicles. An incorrect Electronic Stability Program (ESP) software version may cause the ESP system to react inaccurately.

Consequence:

If the ESP does not react properly to a driving situation, it may increase the risk of a crash.

Remedy:

MBUSA will notify owners, and dealers will update the ESP software, free of charge. The recall is expected to begin August 28, 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:

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.

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).

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