

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 Welding of Rear Crossmember MY20 X 167 (GLS-Class)	DATE: March 27, 2020

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. :	Welding of Rear Crossmember
TBA	20V172	20P2197266	
<p>This is to notify you of a new Recall Campaign regarding the welding of the rear crossmember in 45 Model Year (“MY”) 2020 GLS-Class (X167 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 March 27, 2020.</p>			
Background			
Issue	<p>Mercedes-Benz AG, (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2020 GLS-Class (X167 platform) vehicles, the tensile strength of the welds on the rear crossmember might not meet current production specifications. When the rear towing eye is used for towing, cracks might occur in the weld seams which could lead to the rear crossmember detaching from the vehicle, increasing the risk of a crash for other road users.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the rear crossmember on the affected vehicles.</p>		
Parts	<p>Parts are not yet available. An additional notification will be sent once parts are available.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2020		
Vehicle Model	GLS-Class		
Vehicle Populations			
Total Recall Population	45		
Total Vehicles in Dealer Inventory	5		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY20 GLS-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>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 MY20 GLS-Class vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customers will be notified of the recall via interim letter on 4/3/2020.		
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>			

