

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 Engine Oil Plugs MY18-19 217 222 (S-Class Coupe/Convertible, S-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. :	Engine Oil Plugs
TBA	20V173	20P2197238	
<p>This is to notify you of a new Recall Campaign regarding the engine plugs in 9,791 Model Year (“MY”) 2018-2019 S-Class (222 platform) and S-Class Coupe/Convertible (217 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”) 2018-2019 S-Class (222 platform) and S-Class Coupe/Convertible (217 platform) vehicles equipped with 4.0L 8-cylinder gasoline-engines (M176), the material of two engine oil plugs might not withstand the high engine loads during driving. The material of the closure plugs might fail to contain high engine oil pressures, which can occur especially during dynamic driving and could result in engine oil leaking from the plugs. The resulting oil leak on the road could create a potential road hazard increasing the risk of a crash for other road users. Additionally, if the engine oil level were to fall below a certain limit, the driver would be made aware of this issue by a red warning message in the instrument cluster. If the warning message were to be ignored by the driver, the engine could run without the required oil, damaging the engine and result in a vehicle stall.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz will rework the engine oil plugs on the affected vehicles.</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	S-Class		
Vehicle Populations			
Total Recall Population	9,791		
Total Vehicles in Dealer Inventory	42		
<p>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.</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 <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.</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>			

