

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 Rework Wiring Harness for Communication Module MY20 190 (AMG GT-Class)	DATE: April 28, 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. :	Rework Wiring Harness for Communication Module
TBA	20V227	20P2197242	
<p>This is to notify you of a new Recall Campaign to rework wiring harness for communication module in 149 Model Year (“MY”) 2020 AMG GT-Class (190 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 April 28, 2020.</p>			
Background			
Issue	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2020 AMG GT-Class (190 platform) vehicles, a ground line in the wiring harness of the communication module for the emergency call system (eCall) may not have been installed. If the ground line is not installed, the ground connection of the communication module might be unintentionally established via the shielding of the microphone. Since the microphone's shielding is not designed as a ground connection, the function of the communication module cannot be permanently ensured. Thus, in the event of an automatically or manually triggered emergency call, the determination of the vehicle position might be restricted. In addition, the ability of the vehicle occupants to communicate with the call center verbally could be impaired or prevented. As a consequence, emergency responders might not be guided to the vehicle. This might increase the risk of an injury following an emergency event. The customer might be made aware of a malfunction of the emergency call system by a SOS message in the instrument cluster.</p>		
What We're Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will rework the wiring harness of the communication module on the affected vehicles.</p>		
Parts	<p>Remedy is not available at this time. An additional notification will be sent once the remedy is available.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2020		
Vehicle Model	AMG GT-Class		
Vehicle Populations			
Total Recall Population	149		
Total Vehicles in Dealer Inventory	61		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY20 AMG GT-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 a violation of Federal Law for car rental companies to rent MY20 AMG GT-Class vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed approximately one week after the remedy becomes available.		
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>			

