

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: <b>Recall Campaign Initial Notification</b> <b>Seatbelt Routing of Left Front Seat</b> <b>MY20 C238 (E-Class)</b>	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. :	<b>Seatbelt Routing of Left Front Seat</b>
TBA	20V228	20P2197244	
<p>This is to notify you of a new <b>Recall Campaign</b> regarding the seatbelt routing of the left front seat in <b>6</b> Model Year (“MY”) 2020 E-Class (C238 platform) vehicles. The recall campaign will be visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. Affected VINs will be flagged in VMI as “PENDING” on April 28, 2020.</p>			
<b>Background</b>			
<b>Issue</b>	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2020 E-Class (C238 platform) vehicles, the front left seatbelt might not have been installed according to current production specifications. If the seatbelt is improperly installed, the seatbelt could contact sharp-edged sheet metal components, which could damage the seatbelt webbing in the event the emergency tensioning restraint system is activated. Damage to the seatbelt webbing could impair the restraining effect of the seatbelt, increasing the risk of injury for the occupant in the front left seat.</p>		
<b>What We’re Doing</b>	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the seatbelt routing on the front left seat on the affected vehicles and correct it, if necessary. If the webbing is damaged, the seatbelt assembly will be replaced.</p>		
<b>Parts</b>	<p><b>Parts are not yet available. An additional notification will be sent once parts are available.</b></p>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2020		
<b>Vehicle Model</b>	E-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	6		
<b>Total Vehicles in Dealer Inventory</b>	3		
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY20 E-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.</b></p> <p><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</b></p> <p><b>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent MY20 E-Class vehicles covered by this notification until the vehicle has been repaired.</b></p>			
<b>Next Steps/Notes</b>			
<b>Customer Notification Timeline</b>	Customer letter mailing timelines are pending.		
<b>AOMS/SOMS</b>	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
<b>Rental Fleet Partners</b>	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>			

