

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 Replace Left Rear Seatback Latch MY20 213 253 290 (E-Class, GLC-Class, AMG GT-Class)	DATE: June 12, 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. :	Replace Left Rear Seatback Latch
TBA	20V328	20P2197260	
<p>This is to notify you of a new Recall Campaign to replace the left rear seatback latch in 1,352 Model Year (“MY”) 2020 E-Class (213 platform), GLC-Class (253 platform) and AMG GT-Class 4-doors Coupe (290 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 June 12, 2020.</p>			
Background			
Issue	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2020 E-Class (213 platform), GLC-Class (253 platform) and AMG GT-Class 4-doors Coupe (290 platform) vehicles equipped with rear seatbacks that can be electrically unlatched, the left rear seatback latch might not meet current production specifications. If the rear seatback latch does not meet specifications, its basic functionality remains, but in the event of a crash, if the cargo area is loaded, the cargo could strike the left rear seatback seat. In this case, a seatback latch failure cannot be ruled out, which could increase the risk of injury to occupants.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the left rear seatback latch 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	E-Class, GLC-Class and AMG GT-Class		
Vehicle Populations			
Total Recall Population	1352		
Total Vehicles in Dealer Inventory	310		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY20 E-Class, GLC-Class and 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>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 E-Class, GLC-Class and 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>			

