

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 Steering Control Unit Wiring Harness Insulation MY20 253 (GLC-Class)	Date: October 30, 2020

IMPORTANT RECALL CAMPAIGN UPDATE

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 Steering Control Unit Wiring Harness
TBD	20V651	20P2197308	

This is to notify you of a Recall Campaign launch regarding the steering control unit wiring harness insulation on 2,535 Model Year MY2020 253 (GLC-Class) 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 October 30, 2020.

Background

Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020 GLC-Class (253 platform) vehicles, the power steering control unit wiring harness might have been damaged during the production process. A damaged wiring harness could lead to moisture ingress into the wiring harness and/or the power steering control unit, resulting in a loss of the power steering assist, which could increase the risk of a crash. In addition, a damaged wiring harness could result in a short circuit, which could increase the risk of a fire.
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What We're Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the steering control unit wiring harness on the affected vehicles and replace it, if necessary.
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Parts	Remedy is not available at this time. An additional notification will be sent once the remedy is available.
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Vehicles Affected

Vehicle Model Year(s)	2020
Vehicle Model	GLC-Class

Vehicle Populations

Total Recall Population	2535
Total Vehicles in Dealer Inventory	38

Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY20 GLC-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 Xentry. Once the repair is complete, the vehicle may be sold or leased. Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired. As a matter of normal service process, please check for other repair measures which might be applicable to the vehicle(s) Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY20 GLC-Class vehicles covered by this notification until the vehicle has been repaired.

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.

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.

