

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 Launch Notification Replace Wheel-Hub Cap MY19-20 290 (AMG GT-Class)	DATE: April 30, 2021

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



Recall Campaign Launch Notification**April 30, 2021****Campaign No. :****NHTSA ID****Campaign Desc. :****2021030014****20V800****20P4090023****Replace Wheel-Hub Cap**

This is to notify you of the **Recall Campaign Launch** to replace the wheel-hub caps on **1,142** Model Year ("MY") 2019-2020 AMG GT-Class 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 "OPEN" on April 30, 2021.

Background

Issue Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2019-2020 AMG GT-Class 4 Door Coupe vehicles (290 platform), the wheel-hub caps with the Mercedes-Benz emblem might not have been manufactured according to current production specifications. The fastening clip mechanism on the wheel-hub caps might not withstand induced stresses while driving, and could detach from the wheel hub. If the wheel-hub caps detach from the vehicle while driving, they could become a road hazard, which could increase the risk of a crash or risk of injury for other road users.

What We're Doing

MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the wheel-hub caps on the affected vehicles.

Parts

The remedy is available and can be performed.

Vehicles Affected**Vehicle Model Year(s)**

2019 - 2020

Vehicle Model

AMG GT-Class (290 platform)

Vehicle Populations**Total Recall Population**

1,142

Total Vehicles in Dealer Inventory

8

Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY19-20 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.

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 MY19-20 AMG GT-Class vehicles covered by this notification until the vehicle has been repaired.

Next Steps/Notes**Customer Notification Timeline**

Customer letters will be mailed on May 7, 2021.

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.





Campaign No. 2021030014, April 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model AMG GT-Class 4 Door Coupe vehicles (290 platform)**
Model Year 2019-2020
Replace Wheel-Hub Cap

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2019-2020 AMG GT-Class 4 Door Coupe vehicles (290 platform), the wheel-hub caps with the Mercedes-Benz emblem might not have been manufactured according to current production specifications. The fastening clip mechanism on the wheel-hub caps might not withstand induced stresses while driving, and could detach from the wheel hub. If the wheel-hub caps detach from the vehicle while driving, they could become a road hazard, which could increase the risk of a crash or risk of injury for other road users. An authorized Mercedes-Benz dealer will replace the wheel-hub caps on the affected vehicles.

Prior to performing this Recall Campaign:

- VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle. Always check for any other open campaigns, and perform accordingly.
- Please review the entire Recall Campaign bulletin and follow the repair procedure exactly as described.

Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 1,142 vehicles are involved.

Order No. P-RC-2021030014

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

Work procedure

1. Replace wheel hub covers (all).
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Primary Parts Information

Qty.	Part Name	Part Number
All*(4)	Wheel hub cover	A 000 400 69 00*

* The replacement parts must be determined by VIN via the parts job in the Xentry Portal (XPPI).

i Small parts such as screws, self-locking nuts, sealing rings, cable ties, fluids, sealants, etc. are not listed in the parts list. The required small parts are taken into account in the budgeting.

Warranty Information

Operation: Replace all wheel hub covers (02-1893)

Damage Code	Operation Number	Labor Time (hrs.)
40 900 23 7	02-1893	0.2

i **Note**

Operation Number labor times are subject to change.