



IMPORTANT SAFETY RECALL 2020020016
This notice applies to your vehicle, VIN: [REDACTED]
Transmission Wiring Harness Mounting
NHTSA Recall # 20V047

Mercedes-Benz USA, LLC

Christian Treiber
Vice President
Customer Services

March, 2020

2020020016
[REDACTED]
[REDACTED]
[REDACTED]

- A remedy is available for your vehicle.
- Schedule an appointment with your authorized Mercedes-Benz dealer as soon as possible.
- This repair will be provided free of charge.

Dear Mercedes-Benz Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year ("MY") 2019 GT-Class vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the CONCERN?

MBAG determined that on certain MY 19 GT-Class vehicles (290 platform), the mounting of a fixing clip on a wiring harness of the automatic transmission might not meet current production specifications. If the wiring harness fixation clip is not mounted according to current production specifications, the wiring harness might chafe against the drive shaft and become damaged over time. This could lead to an interruption of the electrical wires and then a loss of propulsion, resulting in a stalling of the vehicle and an increased crash risk. In addition, if a specific wire within the harness is damaged, the manual and automatic Park "P"-selection might not be available. However, the vehicle is still secured against unintended rolling with the electric parking brake. The driver will not receive an advance warning of incorrect mounting of the wiring harness fixation clips. However, if the wiring harness is damaged and the vehicle cannot be shifted into Park, there will be a message displayed in the instrument cluster.

What will your DEALER DO?

An authorized Mercedes-Benz dealer will check the mounting of the fixing clip and the wiring harness on the affected vehicles and correct or replace them, if necessary. **This service will be provided free of charge.** We are dedicated to always delivering the best customer experience, and respect for your time is a top priority. While the minimum repair time can be less than 2 hours, your dealer can provide you with a better estimate of the overall time for this service visit. As a matter of normal service process, an authorized Mercedes-Benz dealer will also check for other repair measures which might be applicable to your vehicle which may increase the required working time.

What should YOU DO?



To find the most convenient authorized Mercedes-Benz dealer from your smartphone, scan the QR code to the left

For additional information and to schedule an appointment, please contact your preferred authorized Mercedes-Benz dealer at your earliest convenience. To locate authorized dealers see www.MBUSA.com/recall. **Please mention you are scheduling an appointment to have the mounting of a fixing clip on a wiring harness of the automatic transmission checked under Recall Campaign # 2020020016.**

You may be asked for your 17-digit Vehicle Identification Number (VIN) which for your convenience is located above your name at the top of this letter.

Information for Owners

In the event that you are no longer the vehicle owner, or have had a change of address, please complete the reverse side and return the updated information in the enclosed envelope.

If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 business days to comply with Federal Regulations.

A VIN-based recall lookup tool on our MBUSA.com website now offers a search feature that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed. See www.mbusa.com/recall. Should you have any questions or encounter any difficulty regarding this Recall Campaign, please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to remedy your situation, we are always happy to hear from you. Please contact us at 1-(800) FOR-MERCEDES (1-800-367-6372).

If an authorized Mercedes-Benz dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <https://www.safercar.gov>.

We apologize for any inconvenience this situation may cause you.

Sincerely,

Mercedes-Benz USA, LLC
A Mercedes-Benz AG Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone (770) 705-0600

<input type="checkbox"/> EXPORTED	<input type="checkbox"/> SOLD
<input type="checkbox"/> LEASE, VEHICLE RETURNED	<input type="checkbox"/> STOLEN
<input type="checkbox"/> SCRAPPED	<input type="checkbox"/> OTHER _____
<input type="checkbox"/> NEW OWNER INFORMATION	<input type="checkbox"/> MY NEW NAME OR ADDRESS IS:

Mobile (numbers only)

Signature

DO NOT USE THE ENCLOSED ENVELOPE FOR OTHER CORRESPONDENCE