



IMPORTANT SAFETY RECALL
This INTERIM notice applies to your vehicle, VIN: [REDACTED]
Rework Wiring Harness for Communication Module
NHTSA Recall # 20V227

Mercedes-Benz USA, LLC

Christian Treiber
Vice President
Customer Services

May, 2020



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") 2020 AMG GT-Class vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the Concern?

In certain MY 2020 AMG GT-Class (190 platform) vehicles, a ground line in the wiring harness of the communication module for the emergency call system (eCall) may not have been installed. In this case, the communication module may not function as intended. In the event of an automatically or manually triggered emergency call, the determination of the vehicle position may not work correctly. In addition, the ability of the vehicle occupants to communicate with the call center verbally could be impaired or prevented. As a consequence, emergency responders might not be guided to the vehicle. This might increase the risk of an injury following an emergency event. The customer might be made aware of a malfunction of the emergency call system by a SOS message in the instrument cluster

An authorized Mercedes-Benz dealer will repair the wiring harness of the communication module on the affected vehicles.

Unfortunately, the parts to remedy this are not yet available. We are working to obtain the necessary parts to correct this condition as quickly as possible. As parts become available, we will send you another letter asking you to take your vehicle to an authorized Mercedes-Benz dealer to have the recall completed free of charge.

Should you have any concerns or questions regarding your vehicle before you receive the next recall letter when parts are available, 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 1-800-367-6372. A vehicle identification number (VIN)-based recall lookup tool, on our MBUSA.com website, offers a search function that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed. Please visit www.MBUSA.com/recall.

If you are no longer the vehicle owner, or have a change of address, please complete the reverse side of this letter and return the complete letter 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 days to comply with federal regulations.

If a 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 <http://www.safercar.gov>.

We regret 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

