



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

February 3, 2021

Mr. Greg Gunther  
Department Manager VCA  
Mercedes-Benz USA, LLC  
13470 International Parkway  
Jacksonville, FL 32218

NEF-150JK  
21V-032

**Subject:** Front Seat Belts May Not Fully Retract/FMVSS 208

Dear Mr. Gunther:

This letter serves to acknowledge Mercedes-Benz USA, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

MERCEDES-BENZ/AMG C43/2017-2020  
MERCEDES-BENZ/AMG C63/2017-2020  
MERCEDES-BENZ/C300/2017-2021

**Mfr's Report Date:** January 29, 2021

**NHTSA Campaign Number:** 21V-032

**Components:**

SEAT BELTS:FRONT:RETRACTOR

**Potential Number of Units Affected:** 24,550

**Problem Description:**

Mercedes-Benz USA, LLC (MBUSA) is recalling certain 2017-2021 C300, 2017-2020 AMG C43, and AMG C63 vehicles. The front seat belts might not fully retract to their stowed position. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 208, "Occupant Crash Protection."

**Consequence:**

If the seat belt does not fully retract, the occupant may find the operation of the seat belt inconvenient and not wear it, increasing the risk of injury in the event of a crash.

**Remedy:**

MBUSA will notify owners, and dealers will check the retraction function of the front seat belts and adjust the damping foam within the B-pillars, as necessary, free of charge. The recall is expected to begin March 23, 2021. Owners may contact MBUSA customer service at 1-800-367-6372.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at [jennifer.kruger@dot.gov](mailto:jennifer.kruger@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement