

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 Check Starter Wiring Harness MY18-21 213, 290(E-Class, GT-Class)	Date: April 1, 2021

IMPORTANT RECALL CAMPAIGN

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. :	Check Starter Wiring Harness
2021MMNNNN	21V217	21P2197370	
<p>This is to notify you of a new Recall Campaign regarding the starter wiring harness on 493 Model Year (“MY”) 2018-2021 213 (E-Class) and 290 (GT-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 April 01, 2021.</p>			
Background			
Issue	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 18-21 AMG E-Class (213 platform) and AMG GT 4-door Coupe (290 platform) vehicles with an AMG Gasoline-engine (M177) and 4MATIC all-wheel drive, the positive cable from the power supply to the starter motor might not have been installed according to current production specifications. An incorrect screw connection at the starter motor could cause the harness from the power supply to the starter to contact the starter housing. As a result, the insulated wires of the power supply harness could experience chafing over time due to vehicle movement, which could result in a short circuit. Depending on the nature of the short circuit, different vehicle functions may be affected, and the vehicle could stall, which could increase the risk of a crash. In addition, a risk of a fire cannot be ruled out.</p>		
What We're Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the screw connections at the starter and the position of the positive cable on the affected vehicles and correct them, if necessary.</p>		
Parts	<p>Parts are not required for repair. However, the current remedy is not available at this time. An additional notification will be sent once the remedy is available.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2018-2021		
Vehicle Model	E-Class, GT-Class		
Vehicle Populations			
Total Recall Population	493		
Total Vehicles in Dealer Inventory	11		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY18-21 E-Class, 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 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 MY18-21 E-Class, GT-Class vehicles covered by this notification until the vehicle has been repaired.</p>			
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.		
<p>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.</p>			

