

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**

Replace Seat Position Switches - Update

MY21 205, 213, 238, 253, 257, 290, 463 (C-Class, E-Class, CLS-Class, GLC-Class, GT-Class, G-Class)

Date: April 23, 2021

IMPORTANT NEW RECALL CAMPAIGN INFORMATION

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. :	Replace Seat Position Switches
TBA	21V230	21P2197384	
<p>This is to notify you of a new Recall Campaign regarding replacing the seat position switches on 8,634 Model Year (“MY”) 2021 205, 213, 238, 253, 257, 290, 463 (C-Class, E-Class, GLC-Class, CLS-Class, , GT-Class, G-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 9, 2021.</p>			
Background			
Issue	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2021 C-Class (205 platform), E-Class, E-Class Coupe/Convertible, GLC-Class, CLS-Class, AMG GT-Class 4-doors Coupe, and G-Class (213, 238, 253, 257, 290, and 463 platform, respectively) vehicles, the electrical contact inside the seat position switch of the front seats might not meet current production specifications. In this case, the seat position switch signal could be missing or incorrect, resulting in the driver and passenger airbag, as well as the seat belt force limiter, from activating according to specification in the event of a crash. Thus, the risk of an injury could be increased.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the seat position switches on the affected vehicles.</p>		
Parts	<p>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)	2021		
Vehicle Model	C-Class, CLS-Class, E-Class, G-Class, GLC-Class, GT-Class		
Vehicle Populations			
Total Recall Population	8,634		
Total Vehicles in Dealer Inventory	1,011		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY21 C-Class, CLS-Class, E-Class, G-Class, GLC-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 Star TekInfo. Once the repair is complete, the vehicle may be sold or leased.</p>			
<p>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).</p>			
<p>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY21-22 C-Class, CLS-Class, E-Class, G-Class, GLC-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.

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.

