

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 Guide Bushing on Rear Head Restraints**  
**MY21 205 and 238 (C-Class and E-Class)**

Date: June 7, 2021

## **IMPORTANT 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



<b>Campaign No. :</b>	<b>NHTSA ID</b>	<b>Campaign Desc. :</b>	<b>Check Guide Bushing on Rear Head Restraints</b>
TBA	21V406	21P2197380	
<p>This is to notify you of a new <b>Recall Campaign</b> to check the guide bushing on the rear head restraints on <b>219</b> Model Year ("MY") 2021 C-Class and E-Class (205 and 238 platform) 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 <b>June 7, 2021</b>.</p>			
<b>Background</b>			
<b>Issue</b>	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2021 C-Class Convertible and E-Class Convertible (205 and 238 platform) vehicles, the mounting point of the rear headrests to the seatback might not meet specifications. In this case, the rear headrests might move or detach from the seat in the event of a crash. This could increase the risk of injury.		
<b>What We're Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the guide bushings on the rear seatbacks of the potentially affected vehicles and replace them, if necessary.		
<b>Parts</b>	<b>Parts are not yet available. An additional notification will be sent when the remedy is available.</b>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2021		
<b>Vehicle Model</b>	C-Class and E-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	219		
<b>Total Vehicles in Dealer Inventory</b>	12		
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY21 C-Class, E-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.</b></p> <p><b>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).</b></p> <p><b>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY21 C-Class, E-Class vehicles covered by this notification until the vehicle has been repaired.</b></p>			
<b>Next Steps/Notes</b>			
<b>Customer Notification Timeline</b>	Customer letters will be mailed approximately one week after the remedy becomes available.		
<b>AOMS/SOMS</b>	AOMs - This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
<b>Rental Fleet Partners</b>	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>			

