

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 Carbon-Fiber Driveshaft Bonding MY16-18 190 (AMG GT-Class)	DATE: July 2, 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



Campaign No. :	NHTSA ID	Campaign Desc. :	Carbon-Fiber Driveshaft Bonding
TBA	21V478	21P2197404	
<p>This is to notify you of a new Recall Campaign to check the carbon-fiber driveshaft on 1,522 Model Year (“MY”) 2016-2018 AMG GT-Class (190 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 July 2, 2021.</p>			
Background			
Issue	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY16-18 AMG GT-Class vehicles (190 platform), the bonding between the carbon-fiber driveshaft and the engine/transmission flange might not meet current production specifications. The bonding might be impaired due to the presence of residue remaining from the production process on the bonding surfaces between the carbon-fiber driveshaft and the flange. In such case, the connection between the carbon-fiber driveshaft and the flange might detach during vehicle operation, resulting in the impairment of the transmission and the potential for a loss of engagement between the engine and the transmission. This might result in a loss of motive power in isolated cases, which could increase the risk of a crash. In the event of a transmission malfunction or loss of traction between engine and transmission, the check engine warning lamp in the instrument cluster will alert the driver and the vehicle may emit grinding or other noises.</p>		
What We’re Doing	<p>An authorized Mercedes-Benz dealer will check the carbon-fiber driveshaft on the affected vehicles and replace it, if necessary.</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)	2016-2018		
Vehicle Model	AMG GT-Class		
Vehicle Populations			
Total Recall Population	1,522		
Total Vehicles in Dealer Inventory	0		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY16-18 AMG 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 MY16-18 AMG 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 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>			

