

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 the Side-impact Crash Sensor MY20-21 CLS-Class, E-Class, G-Class, AMG GT-Class, GLC-Class and S-Class (213, 222, 253, 257, 290 and 463 platform)	DATE: July 16, 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. :	Check the Side Crash Sensor
TBA	21V527	21P2197412 21P2197334	
<p>This is to notify you of a new Recall Campaign to check the side-impact crash sensors on 542 Model Year (“MY”) 2020-2021 E-Class (213 platform), S-Class (222 platform), GLC (253 platform), CLS (257 platform), AMG GT 4-doors coupe (290 platform) and G-Class (463 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 16, 2021.</p>			
Background			
Issue	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2020-2021 E-Class (213 platform), S-Class (222 platform), GLC (253 platform), CLS (257 platform), AMG GT 4-doors coupe (290 platform) and G-Class (463 platform) vehicles, the locking mechanism for the electrical connector on the side-impact crash sensors might not meet current production specifications. In this case, the side-impact crash sensor connector might loosen over the vehicle’s lifetime. In the event of a side impact crash, this may lead to a delayed activation of the restraint systems, potentially resulting in a reduced restraint performance, which could increase the risk of injury. When the issue occurs, a specific warning message is displayed and the SRS warning lamp is illuminated in the instrument cluster.</p>		
What We’re Doing	<p>An authorized Mercedes-Benz dealer will check the side-impact crash sensors in the doors on the affected vehicles and replace them, 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)	2020-2021		
Vehicle Model	CLS-Class, E-Class, G-Class, AMG GT-Class, GLC-Class and S-Class		
Vehicle Populations			
Total Recall Population	542		
Total Vehicles in Dealer Inventory	1		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY20-21 CLS-Class, E-Class, G-Class, AMG GT-Class, GLC-Class and S-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 MY20-21 CLS-Class, E-Class, G-Class, AMG GT-Class, GLC-Class and S-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>			

