

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 All Seats Assembly MY20-21 GLE-Class, GLS-Class and C-Class (167 and 205 platform)	DATE: October 22, 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 All Seats Assembly
TBA	21V818	21P2197436	
<p>This is to notify you of a new Recall Campaign to check all seats assembly on 27 Model Year (“MY”) 2020-2021 GLE-Class, GLS-Class and C-Class (167 and 205 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 October 22, 2021.</p>			
Background			
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2020-2021 GLE-Class/GLS-Class (167 platform) and C-Class (205 platform) vehicles, the seat assembly condition might not meet current production specifications. In this case, seats might have been incorrectly assembled which could increase the risk of injury in the event of a crash.		
What We’re Doing	MBUSA is conducting a voluntary recall. An authorized Mercedes-Benz dealer will check all seats on the affected vehicles and rework them, if necessary.		
Parts	Remedy is not available at this time. An additional notification will be sent once the remedy is available.		
Vehicles Affected			
Vehicle Model Year(s)	2020- 2021		
Vehicle Model	GLE-Class, GLS-Class and C-Class		
Vehicle Populations			
Total Recall Population	27		
Total Vehicles in Dealer Inventory	0		
Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY20-21 GLE-Class, GLS-Class and C-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.			
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 MY20-21 GLE-Class, GLS-Class and C-Class vehicles covered by this notification until the vehicle has been repaired.			
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.		
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.			

