

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: <b>Recall Campaign Initial Notification</b> <b>Check Headlamp Electrical Connections</b> <b>MY21 GLC-Class</b> <b>(253 platform)</b>	DATE: April 22, 2022

### **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



Recall Campaign Initial Notification			April 22, 2022
Campaign No. :	NHTSA ID	Campaign Desc. :	<b>Check Headlamp Electrical Connections</b>
TBD	22V261	22P2197508	
This is to notify you of a new Recall Campaign to check the headlamp electrical connections on <b>129</b> Model Year (“MY”) 2021 GLC-Class (253 platform) vehicles. The recall campaign will be visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. Affected VINs will be flagged in VMI as “PENDING” on <b>April 22, 2022</b> .			
<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 GLC (253 platform) vehicles, the electrical connection to the headlamps might not be watertight. In the event of moisture ingress into the electrical connection, the sealing integrity of the connection might be impaired. In this case, a failure of the headlamps could not be ruled out and subsequently, the risk of a crash might increase.		
<b>What We’re Doing</b>	An authorized Mercedes-Benz dealer will check the sealing plugs on the headlamp electrical connections on the affected vehicles and replace, if necessary.		
<b>Parts</b>	<b>Remedy is not available at this time.</b>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2021		
<b>Vehicle Model</b>	GLC-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	192		
<b>Total Vehicles in Dealer Inventory</b>	1		
<p><b>Given this notice, it is <u>a violation of Federal law</u> for a dealer to sell or lease any <u>new</u> MY21 GLC-Class 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 <u>a violation of Federal Law</u> for <u>car rental companies</u> to rent new MY21 GLC-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 on or before June 14, 2022.		
<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.		
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.			

