

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 Launch Notification Install 12 Volt Battery Support MY19-22 CLS-Class and E-Class (257 and 213 platform)	DATE: October 24, 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 Launch Notification			October 24, 2022
Campaign No. :	NHTSA ID	Campaign Desc. :	Install 12 Volt Battery Support
TBD	22V733	22P2197568	
<p>This is to notify you of a Recall Campaign Update to install additional battery support on 19,698 Model Year (“MY”) 2019-2022 CLS-Class and E-Class (257 and 213 platform) vehicles. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. Affected VINs were flagged in VMI as “PENDING” on October 7, 2022.</p>			
Background			
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY19-22 CLS-Class and E-Class (257 and 213 platform) vehicles, the 12V battery in the trunk might be dislodged in the event of a crash and subsequently detach from its electrical connections. This, in-turn, may lead to impairment of post-crash functions such as eCall, electric seat adjustment, hazard warning lights, and automatic door unlocking, which could increase the risk of injury for the vehicle occupants.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will install additional mounting support for the 12V battery on the affected vehicles.		
Parts	Remedy is not available at this time.		
Vehicles Affected			
Vehicle Model Year(s)	2019-2022		
Vehicle Model	CLS-Class and E-Class		
Vehicle Populations			
Total Recall Population	19,698		
Total Vehicles in Dealer Inventory	259		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY19-22 CLS-Class and 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.</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 MY19-22 CLS-Class and E-Class vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed on or before November 29, 2022.		
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>			

