

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>Rework the Primary Bulkhead Sealing</b> <b>MY21 S-Class (223 platform)</b>	DATE: March 31, 2023

## **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			March 31, 2023
Campaign No. :	NHTSA ID	Campaign Desc. :	<b>Rework the Primary Bulkhead Sealing</b>
TBD	23V200	23P2197594	
<p>This is to notify you of a <b>Recall Campaign</b> to rework the primary bulkhead sealing on <u>6</u> Model Year (“MY”) 2021 S-Class (223 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 were flagged in VMI as “PENDING” on <b>March 31, 2023</b>.</p>			
<b>Background</b>			
<b>Issue</b>	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2021 S-Class (223 platform) vehicles, the primary bulkhead sealing might not meet the specifications for water intrusion. In this case, high water exposure might lead to water ingress into the vehicle’s interior and cause corrosion on the electrical contacts and/or short circuits or leakage currents. As a result, the function of the PreSafe system (e.g. seatbelt tightening and seat adjustment) might be impaired which could increase the risk of injury in the event of a crash. In addition, it may not be possible to restart a parked vehicle. When the issue occurs, the customer might notice damp carpets in the front footwells or fogged windows. The driver might also be made aware through a warning message in the instrument cluster.</p>		
<b>What We’re Doing</b>	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealership will rework the sealing of the primary bulkhead on the affected vehicles.</p>		
<b>Parts</b>	<p><b>Remedy is not available at this time.</b></p>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2021		
<b>Vehicle Model</b>	S-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	6		
<b>Total Vehicles in Dealer Inventory</b>	0		
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new 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 NetStar VMI and Xentry. 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 a violation of Federal Law for rental car companies to rent 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 May 23, 2023.		
<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.		
<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>			

