

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Senior Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Recall Campaign Launch Notification Inspect 12V and 48V Ground Connections MY22-23 C-Class (206 platform)	DATE: August 4, 2023

IMPORTANT RECALL CAMPAIGN UPDATE

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

Senior Manager, Vehicle Compliance & Analysis



Recall Campaign Launch Notification			August 4, 2023
Campaign No. :	NHTSA ID & CA DMV	Campaign Desc. :	Inspect 12V and 48V Ground Connections
2023070017	23V463 (NHTSA)	23P5491108	
2023070016	230717 (CA DMV)	23P5491109	
2023070018	230716 (CA DMV) 230718 (CA DMV)	23P5491110	
<p>This is to notify you of the Safety and Emissions Recall Campaign Launch to inspect the 12V and 48V ground connections on 1,552 Model Year (“MY”) 2022-2023 C-Class (206 platform) vehicles. The recall campaign will be visible on the www.NHTSA.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as “OPEN” on August 4, 2023.</p>			
Background			
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2022-2023 C-Class (206 platform) vehicles, the 12V and 48V ground connections might not meet current torque specifications. In this case, the wiring harness connector might not be tightened sufficiently which might increase the electric resistance of the connection. As a result, the temperature in this area could increase and a risk of fire cannot be ruled out completely.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will inspect the fastening of the 12V and 48V ground connections and perform repairs, if necessary.		
Parts	The remedy is available and can be performed.		
Vehicles Affected			
Vehicle Model Year(s)	2022-2023		
Vehicle Model	C-Class		
Vehicle Populations			
Total Recall Population	1,552		
Total Vehicles in Dealer Inventory	9		
<p>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 Portal. 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 vehicles covered by this notification until the vehicle has been repaired.</p> <p>Notice to California Dealers: As required by 13 CCR 2117, a proof of correction (“POC”) certificate showing that the vehicle has been repaired under this recall must be issued by the dealer, and that such a certificate may be required by California as a condition of vehicle re-registration or operation. Please reference this POC in the attached work instructions. Failure to complete this step may result in fines and penalties and lead to customer dissatisfaction.</p>			



Next Steps/Notes

Customer Notification Timeline	Customer letters will be mailed on or before August 29, 2021.
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.
Customer Reimbursement	Customer reimbursement is not being offered for this campaign.

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.

