

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 Initial Notification Check AMG Performance Seat Wiring Harness Routing MY23 C-Class (206)	DATE: June 3, 2024

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

Senior Manager, Vehicle Compliance & Analysis



Recall Campaign Initial Notification			June 3, 2024
Campaign No. :	NHTSA ID	Campaign Desc. :	Check AMG Performance Seat Wiring Harness Routing
TBA	24V371	24P2195420	
<p>This is to notify you of the new Recall Campaign to check the routing of the AMG Performance Seat wiring harness on 18 Model Year (“MY”) 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 “PENDING” on June 3, 2024.</p>			
Background			
Issue	<p>Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2023 C-Class (206 platform) vehicles equipped with AMG Performance Seats, the seat wiring harness routing might not meet current production specifications. The seat wiring harness of the driver and front passenger seat might become damaged when the seatback is fully reclined. As a consequence, the functionality of the airbags installed in the affected seat might be impaired. This could increase the risk of injury in the event of a crash with airbag deployment.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the routing of the AMG Performance Seat wiring harness on the potentially affected vehicles and re-work it if necessary.</p>		
Parts	Remedy is not available at this time.		
Vehicles Affected			
Vehicle Model Year(s)	2023		
Vehicle Model	C-Class		
Vehicle Populations			
Total Recall Population	18		
Total Vehicles in Dealer Inventory	0		
<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>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed on or before July 23, 2024.		
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.		
<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>			

