

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 Replace Transmission Wiring Harness – Amendment 2 MY19-25 E-Class, CLS and AMG GT 4-Door (213, 238, 257, and 290)	DATE: October 25, 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			October 25, 2024
Campaign No. :	NHTSA ID	Campaign Desc. :	Replace Transmission Wiring Harness – Amendment 2
TBA	24V445	24P2195422	
<p>This is to notify you of the new Recall Campaign to replace a certain transmission wiring harness on 22,422 Model Year (“MY”) 2019-2025 E-Class, CLS, and AMG GT 4-Door (213, 238, 257, and 290 platform) vehicles. The recall campaign will be visible on the www.NHTSA.gov website and may generate questions from customers. 16,967 affected VINs were flagged in VMI as “PENDING” on June 24, 2024. An additional 32 affected VINs were flagged in VMI as “PENDING” on August 16, 2024. An additional 5,423 affected VINs will be flagged in VMI as “PENDING” on October 25, 2024.</p>			
Background			
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2019-2025 E-Class (213 and 238 platform), CLS (257 platform), and AMG GT 4-Door (290 platform) AMG vehicles with 4MATIC+, the electrical connector of the transmission wiring harness might not withstand the environmental influences occurring at the installation location. In this case, water might enter the connector, over time, and result in a short circuit. The short circuit might lead to thermal overload of the connector when the vehicle is parked. Subsequently, the risk of fire cannot be ruled out.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace a two-part transmission wiring harness on the potentially affected vehicles.		
Parts	Remedy is not available at this time.		
Vehicles Affected			
Vehicle Model Year(s)	2019-2025		
Vehicle Model	E-Class, CLS, AMG GT 4-Door		
Vehicle Populations			
Total Recall Population	22,422		
Total Vehicles in Dealer Inventory	477		
<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 were mailed to the original and 1 st amended population on August 9, 2024. Customer letters will be mailed to the 2 nd amended population on November 15, 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 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>			



Frequently Asked Questions (FAQ's)

- ❖ What should I do if a customer contacts the CAC/dealer stating an affected vehicle experiences a yellow battery indicator lamp or a “4MATIC malfunction” warning message in the instrument cluster?
 - In the rare case that the above occurs, tow the affected vehicle to the workshop immediately and disconnect electrical connector X279x1 (see attached work instructions). Please open a TIPS case on the affected vehicle with the information outlined in LI27.19-P-078313.
 - Please use normal CAC tow process whenever possible to alleviate reimbursement.
 - Once the associated TIPS case is received by MBUSA, the campaign will be opened for the affected vehicle and parts/work instructions will be provided. The tow can be reimbursed under the recall campaign damage code. The tow invoice must be attached to the claim.

- ❖ What mobility options are available to the customer while the vehicle is inoperable?
 - Dealers are instructed to provide a loaner based on availability. If available, the loaner will be provided free of charge. If no loaner vehicles are available, other mobility options, such as taxi/rideshare, public transportation, and for a rental car will be reimbursed up until the date of repair.
 - Dealers may claim as a sublet via the warranty process under the recall campaign damage code.

- ❖ What should I do if a customer requests the recall repair on a vehicle that has not experienced a yellow battery indicator lamp or a “4MATIC malfunction” warning message in the instrument cluster?
 - The campaign will be launched to all affected vehicles once sufficient parts are available.
 - Customers may continue to drive their vehicle if no yellow battery indicator lamp or “4MATIC malfunction” warning message are present in the instrument cluster.



Workshop Interim Action Required

Procedure:

When a vehicle that is included in this campaign arrives at the dealership with a **battery message** or **“4MATIC inoperative”** message:

1. Immediately disconnect electrical connector **X279x1** (Figure 1) for the **All-Wheel Drive Control unit N45**.

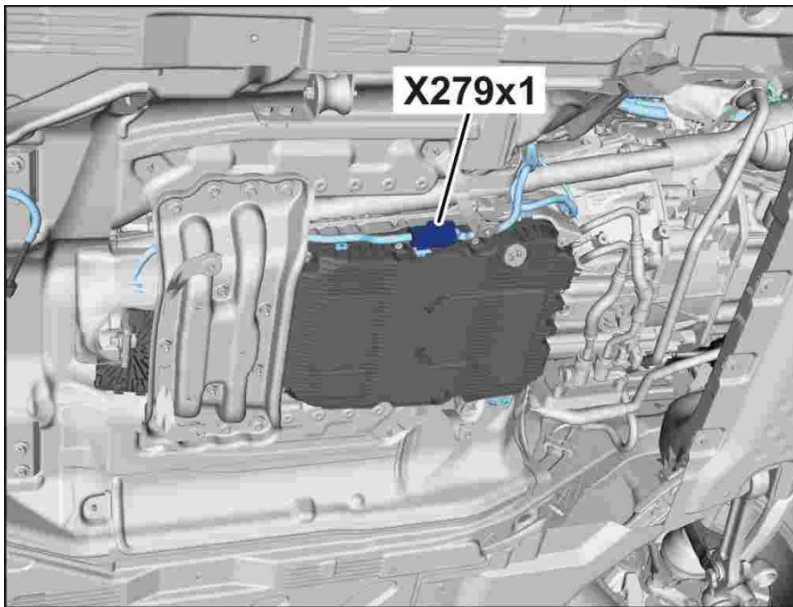


Figure 1

2. Park the vehicle outside. **End Measure.**

