

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: <b>Recall Campaign Initial Notification</b> <b>Replace Transmission Wiring Harness</b> <b>MY19-23 E-Class, CLS and AMG GT 4-Door (213, 238, 257, and 290)</b>	DATE: June 24, 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



<b>Recall Campaign Initial Notification</b>			<b>June 24, 2024</b>		
<b>Campaign No. :</b>	<b>NHTSA ID</b>	<b>Campaign Desc. :</b>	<b>Replace Transmission Wiring Harness</b>		
TBA	24V445	24P2195422			
<p>This is to notify you of the <b>new Recall Campaign</b> to replace a certain transmission wiring harness on <b>16,967</b> Model Year (“MY”) 2019-2023 E-Class, CLS, and AMG GT 4-Door (213, 238, 257, and 290 platform) vehicles. The recall campaign will be visible on the <a href="http://www.NHTSA.gov">www.NHTSA.gov</a> website and may generate questions from customers. Affected VINs will be flagged in VMI as “PENDING” on <b>June 24, 2024</b>.</p>					
<b>Background</b>					
<b>Issue</b>	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2019-2023 E-Class (213 and 238 platform), CLS (257 platform), and AMG GT 4-Door (290 platform) AMG vehicles with 4MATIC+, the transmission wiring harness connection might not have been correctly remedied during a prior recall (22V533) repair. 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.				
<b>What We’re Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace a two-part transmission wiring harness on the potentially affected vehicles.				
<b>Parts</b>	<b>Remedy is not available at this time.</b>				
<b>Vehicles Affected</b>					
<b>Vehicle Model Year(s)</b>	2019-2023				
<b>Vehicle Model</b>	E-Class, CLS, AMG GT 4-Door				
<b>Vehicle Populations</b>					
<b>Total Recall Population</b>	16,967				
<b>Total Vehicles in Dealer Inventory</b>	3				
<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 Portal. 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 car rental companies to rent new 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 August 13, 2024.				
<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.				
<b>Customer Reimbursement</b>	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>					

