

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 Pirelli Tires MY18-19 E-Class Coupe/Cabriolet (238 platform)	DATE: January 27, 2025

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 Care Center at 1-800-FOR-MERCEDES.

Sincerely,

Gregory Gunther

Senior Manager, Vehicle Compliance & Analysis



Recall Campaign Initial Notification			January 27, 2025		
Campaign No. :	NHTSA ID	Campaign Desc. :	Check Pirelli Tires		
TBA	25V023	25P2197024			
<p>This is to notify you of the new Recall Campaign to check the Pirelli Cinturato tires on 165 Model Year (“MY”) 2018-2019 E-Class Coupe/Cabriolet (238 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 January 27, 2025.</p>					
Background					
Issue	<p>Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY18-19 E-Class Coupe/Cabriolet (238 platform) vehicles, the maximum permissible inflation pressure on the original equipment tires was marked incorrectly. The tires were designed and engineered as having a maximum inflation pressure of 350 kPa, for which the tires meet regulatory requirements, but were marked as having a maximum permissible inflation pressure of 340 kPa. The tires therefore do not comply with FMVSS 139, S5.5(c), which requires that tires be marked with the correct maximum permissible inflation pressure. Additionally, due to the mislabeling, the tires were subject to a different strength requirement under FMVSS 109, which the tires were not designed to satisfy.</p>				
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the tires on the potentially affected vehicles and replace them if necessary.</p>				
Parts	<p>Remedy is not available at this time.</p>				
Vehicles Affected					
Vehicle Model Year(s)	2018-2019				
Vehicle Model	E-Class Coupe/Cabriolet				
Vehicle Populations					
Total Recall Population	165				
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 March 18, 2025.				
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 Care Center at 1-800-FOR-MERCEDES.</p>					

