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Service

# newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: <b>Recall Campaign Initial Notification</b> <b>Rear Seatbelt Latch Plate</b> <b>MY18 X253 (GLC-Class)</b>	DATE: March 28, 2018

## IMPORTANT NEW RECALL CAMPAIGN INFORMATION





# RECALL CAMPAIGN LAUNCH NOTIFICATION

March 28, 2018

<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Seatbelt Latch Plate (Phase 1)</b>
<b>2018030012</b>	<b>1803P69A50</b>	
<p>This is to notify you of a new <b>Recall Campaign</b> to add a buffer element to the rear seatbelts on <b>40,011</b> MY 2018 Model X253 (GLC-Class) vehicles. The recall campaign will be visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. Affected VINs will be flagged in VMI as "OPEN" on March 28, 2018.</p>		
<b>Background</b>		
<b>Issue</b>	Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY18 GLC vehicles (X253 platform) without the "dynamic locking tongue" seat belt latch in the rear seats, it is possible for the outboard seatbelt latch plates to retract into the area between the c-pillar paneling and the rear side paneling. In the event this occurs, an outboard rear occupant might not be able to fasten the seat belt latch. If a rear seat passenger is not able to fasten the seatbelt according to the Operator's Manual, the risk of injury could increase.	
<b>What We're Doing</b>	MBUSA will conduct a voluntary recall. <b>An additional notifications will be communicated for future phases of the recall.</b>	
<b>Parts</b>	<b>Parts are available for MY18 vehicles ONLY. An additional notification will be sent when parts are available for repair for other MY vehicles identified in this recall.</b>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2018	
<b>Vehicle Model</b>	GLC-Class (X253 only)	
<b>Vehicle Populations</b>		
<b>Total Recall Population</b>	40,011 (Phase 1)	
<b>Total Vehicles in Dealer Inventory</b>	6215	
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY18 GLC-Class 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 Star TekInfo Once the repair is complete, the vehicle may be sold or leased.</b></p> <p style="text-align: center;"><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</b></p> <p><b>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY18 GLC-Class 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 approximately two weeks after the remedy becomes available.	
<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.	
<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>		