

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: Recall Campaign Initial Notification Check Seatback Lock MY17-18 205 238 (C-Class, E-Class Coupe & Cabriolet)	DATE: March 26, 2019

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

Department Manager, Vehicle Compliance & Analysis



Campaign No. :	NHTSA ID	Campaign Desc. :	Seatback Lock
TBA	19V130	PEND 205 238 SB LOCK	
<p>This is to notify you of a new Recall Campaign concerning the driver and passenger-side seatback lock in 22,637 Model Year (“MY”) 2017-2018 C-Class and E-Class Coupe and Cabriolet vehicles (205 and 238 platform). The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as “PENDING” on March 26, 2019.</p>			
Background			
Issue	Daimler AG (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY17-18 C-Class and E-Class Coupe and Cabriolet vehicles (205 and 238 platforms), the front seatback may not fully lock on the right side of each respective seat, which would increase the risk of injury in the event of a crash.		
What We’re Doing	MBUSA will conduct a voluntary recall. An additional notification will be sent when the remedy is available.		
Parts	Parts are not yet available. An additional notification will be sent once the parts are available for repairs.		
Vehicles Affected			
Vehicle Model Year(s)	2017-2018		
Vehicle Model	C-Class, E-Class Coupe and Cabriolet		
Vehicle Populations			
Total Recall Population	22,637		
Total Vehicles in Dealer Inventory	25		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY17-18 C-Class or E-Class Coupe/Cabriolet 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.</p> <p>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p> <p>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new C-Class or E-Class Coupe/Cabriolet vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed approximately one week after the remedy becomes available.		
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.		
<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>			

