



Mercedes-Benz USA, LLC

Christian Treiber
Vice President
Customer Services

IMPORTANT SAFETY RECALL

This INTERIM notice applies to your vehicle, VIN: [REDACTED]
Wiring Harness for Electric Coolant Pump
NHTSA Recall #19V605

October, 2019



Dear Mercedes-Benz Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Daimler AG (“DAG”), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year (“MY”) 2019 CLS-Class vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the Concern?

DAG determined that on certain Model Year (“MY”) 2019 CLS-Class vehicles (257 platform) equipped with a 6-cylinder gasoline engine (M256), the electric power supply for the engine coolant pump might contact the engine fan and chafe. Chafing of the electric power supply for the engine coolant pump could lead to a malfunction of the engine coolant pump and/or a deactivation of the 48V on-board electrical system. If the engine coolant pump malfunctions, the engine coolant temperature might increase, potentially leading to an engine stall. If the 48V on-board electrical system becomes deactivated while the engine is running, the vehicle can continue to be driven. However, a restart of the engine would not be possible should the engine be switched off by the ECO start/stop function or the “Glide” mode functionality. In both cases, the vehicle propulsion would be lost, increasing the risk of a crash.

To remedy this recall issue, an authorized Mercedes-Benz dealer will check for damage on the electric power supply feed to the coolant pump and repair it, if necessary. Additionally, the routing of the electric line will be modified in order to prevent potential contact with the engine fan on the affected vehicles. Unfortunately, the parts to remedy this are not yet available.

We are working to obtain the necessary parts to correct this condition as quickly as possible. As parts become available, we will send you another letter asking you to take your vehicle to an authorized Mercedes-Benz dealer to have the recall completed free of charge.

Should you have any concerns or questions regarding your vehicle before you receive the next recall letter, please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to remedy your situation once parts are available, we are always happy to hear from you. Please contact us at 1-(800) FOR-MERCEDES (1-800-367-6372). A new vehicle identification number (VIN)-based recall lookup tool, on our MBUSA.com website, now offers a search function that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed. Please visit www.MBUSA.com/recall.

If you are no longer the vehicle owner, or have a change of address, please complete the reverse side of this letter and return the complete letter in the enclosed envelope. If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 days to comply with federal regulations.

If a Mercedes-Benz dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <http://www.safercar.gov>.

We regret any inconvenience this situation may cause you.

Sincerely,

Mercedes-Benz USA, LLC

A Daimler Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone (770) 705-0600

IMPORTANT

VIN: [REDACTED]

If for any reason YOU NO LONGER OWN THIS VEHICLE OR have a CHANGE OF ADDRESS, please COMPLETE THE SECTION BELOW, place in the ENCLOSED ENVELOPE, and DROP IN ANY MAIL BOX. If possible, provide the name and address of the present owner so that we may contact them.

- EXPORTED
- LEASE, VEHICLE RETURNED
- SCRAPPED
- SOLD
- STOLEN
- OTHER _____

- NEW OWNER INFORMATION
- MY NEW NAME OR ADDRESS IS:

--

Last Name, First Name

--

Street

Apt

--

City

State

ZIP

--

Email Address

--

Phone (numbers only)

--

Mobile (numbers only)

Date

Signature

THANK YOU FOR YOUR COOPERATION