

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 Mounting of the Tailgate Spoiler MY17-19 E-Class Station Wagon (S213 Platform)	DATE: September 30, 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. :	Mounting of the Tailgate Spoiler
TBA	19V676	PEND S213 RSPLR	
<p>This is to notify you of a new Recall Campaign regarding the mounting of the tailgate spoiler on 4,765 Model Year (“MY”) 2017-2019 E-Class station wagon (S213 platform) vehicles. 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 September 30, 2019.</p>			
Background			
Issue	Daimler AG (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2017-2019 E-Class station wagon vehicles (S213 platform), the spoiler on the tailgate might not have been mounted according to current production specification. At higher speeds, the spoiler could detach from the vehicle completely, increasing the risk of a crash or injury to other road users.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the mounting of the rear spoiler on the affected vehicles and rework it, if necessary.		
Parts	A remedy is not yet available. An additional notification will be sent once a remedy is available.		
Vehicles Affected			
Vehicle Model Year(s)	2017-2019		
Vehicle Model	E-Class Station Wagon		
Vehicle Populations			
Total Recall Population	4,765		
Total Vehicles in Dealer Inventory	152		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY17-19 E-Class station wagon 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 MY17-19 E-Class station wagon 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>			

