

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 Soldering of Steering Control Unit MY19 253 (GLC-Class)	DATE: November 22, 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. :	Soldering of Steering Control Unit
TBA	19V822	PEND WELD SCU	
<p>This is to notify you of a new Recall Campaign regarding the soldered contacts between the control unit and the electric motor of the power steering in 3 Model Year (“MY”) 19 GLC-Class (253 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 November 22, 2019.</p>			
Background			
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2019 GLC-Class vehicles (253 platform), the soldered contacts between the control unit and the electric motor of the power steering might not meet current production specification. If the contact pins are not soldered according to current production specifications, the control unit and the electric motor could lose complete electrical connection, resulting in the loss of the electric power steering assist, and increasing the risk of a crash.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the electric power steering control unit on the affected vehicles.		
Parts	A remedy is not yet available. An additional notification will be sent once a remedy is available.		
Vehicles Affected			
Vehicle Model Year(s)	2019		
Vehicle Model	GLC-Class		
Vehicle Populations			
Total Recall Population	3		
Total Vehicles in Dealer Inventory	0		
<p>Given this notice, it is <u>a violation of Federal law</u> for a dealer to sell or lease any <u>new MY19 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.</u></p> <p style="text-align: center;">Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p> <p>Additionally, given this notice, it is <u>a violation of Federal Law</u> for <u>car rental companies</u> to rent MY19 GLC-Class 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>			

