

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**
eCall Hardware not Working
MY20 205, 213, 238, 253, 257, 290(C-Class, CLS-Class, E-Class, GLC-Class, GT-Class)

Date: February 14, 2020

IMPORTANT RECALL CAMPAIGN UPDATE

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. :	eCall Hardware not Working
TBD	20V068	20P2197226	
<p>This is to notify you of a new Recall Safety Campaign regarding the emergency call (eCall) hardware on 239 Model Year ("MY") 2020 C-Class, CLS-Class, E-Class, GLC-Class, and GT-Class (205, 213, 238, 253, 257, 290 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 February 14, 2020.</p>			
Background			
Issue	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020 C-class (205 platform), E-Class (213 platform), E-Class Coupe, (238 platform), GLC-Class (253 platform), CLS-Class (257 platform) and GT-Class (290 platform) vehicles, an electrical circuit in the communication module for the emergency call system (eCall) may be damaged. This could lead to an impairment of the communication module's GPS functionality. If the electrical circuit in the eCall communications module is damaged, the GPS based localization data may be incorrect or missing. Activation of the vehicle's emergency call feature would perform as intended, however, it is possible that emergency responders could be provided with incorrect GPS coordinates. This might increase the risk of an injury following an emergency event.</p>		
What We're Doing	An authorized Mercedes-Benz dealer will replace the communication module on the affected vehicles.		
Parts	Parts are not yet available. An additional notification will be sent once the remedy is available.		
Vehicles Affected			
Vehicle Model Year(s)	2020		
Vehicle Model	C-Class, CLS-Class, E-Class, GLC-Class, GT-Class		
Vehicle Populations			
Total Recall Population	239		
Total Vehicles in Dealer Inventory	59		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY20 C-Class, CLS-Class, E-Class, GLC-Class, or GT-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.</p> <p>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired. As a matter of normal service process, please check for other repair measures which might be applicable to the vehicle(s)</p> <p>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY20 C-Class, CLS-Class, E-Class, GLC-Class, GT-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>			

