



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

March 2, 2020

Mr. Greg Gunther
Department Manager VCA
Mercedes-Benz USA, LLC.
13470 International Parkway
Jacksonville, FL 32218

NEF-150JK
20V-089

Subject: Interior Switches May Not Illuminate/FMVSS 101

Dear Mr. Gunther:

This letter serves to acknowledge Mercedes-Benz USA, LLC.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

MERCEDES-BENZ/AMG CLA35/2020
MERCEDES-BENZ/AMG GLE53/2021
MERCEDES-BENZ/AMG GLE63S/2021
MERCEDES-BENZ/AMG GLS63/2021
MERCEDES-BENZ/CLA250/2020
MERCEDES-BENZ/GLE350/2020-2021
MERCEDES-BENZ/GLE450/2020-2021
MERCEDES-BENZ/GLS450/2020-2021
MERCEDES-BENZ/GLS580/2020-2021
MERCEDES-BENZ/MAYBACH GLS600/2021

Mfr's Report Date: February 14, 2020

NHTSA Campaign Number: 20V-089

Components:

ELECTRICAL SYSTEM: INSTRUMENT PANEL

Potential Number of Units Affected: 2,101

Problem Description:

Mercedes-Benz USA, LLC. (MBUSA) is recalling certain 2020 CLA250, CLA250 4MATIC and CLA35 AMG 4MATIC, 2020-2021 GLE350, GLE350 4MATIC, GLE450 4MATIC, GLS450 4MATIC and GLS580 4MATIC and 2021 GLE53 AMG Coupe, GLE63S AMG 4MATIC, GLS63 AMG 4MATIC and Maybach GLS600 4MATIC vehicles. The instrument cluster software may deactivate the illumination of certain interior switches (switch bar, overhead control unit, steering wheel) if the hazard lights are turned on and the ignition switch is in the 'off' position. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 101, "Control and Displays."

Consequence:

If the interior switches are not illuminated, they may be more difficult to find and operate, increasing the risk of a crash.

Remedy:

MBUSA will notify owners, and dealers will update the instrument cluster software, free of charge. The recall is expected to begin April 14, 2020. Owners may contact MBUSA customer service at 1-800-367-6372.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at jennifer.kruger@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement