

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: <b>Recall Campaign Initial Notification</b> <b>Switch Illumination</b> <b>MY20-21 118, 167, X167 (CLA-Class, GLE-Class, GLS-Class)</b>	Date: February 21, 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



<b>Campaign No. :</b>	<b>NHTSA ID</b>	<b>Campaign Desc. :</b>	<b>Switch Illumination</b>
TBD	20V089	20P2197230	
<p>This is to notify you of a new Recall Safety Campaign regarding the instrument cluster software in <b>2101</b> Model Year ("MY") 2020-2021 CLA-Class, GLE-Class, GLS-Class (118, 167, X167 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 21, 2020.</p>			
<b>Background</b>			
<b>Issue</b>	<p>Mercedes-Benz AG, ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that in certain Model Year ("MY") 2020-2021 CLA-Class (118 platform), GLE-Class (167 platform) and GLS-Class (X167 platform) vehicles, the instrument cluster software might not meet current production specifications. If the driver were to activate the hazard lights while the ignition is switched off, the hazard light switch would continue to flash as intended, but the illumination of the additional switches in the vehicle (e.g. switch bar, overhead control unit, steering wheel, etc.) might be deactivated. If the driver were to switch off the hazard lights during this ignition-off, the switch illumination would be activated again throughout the vehicle as soon as the ignition is switched on. However, if the driver were to start the engine while the hazard lights are still switched on, the illumination of the vehicle interior switches would stay deactivated until the hazard lights are switched off and a new ignition cycle initiated. If the interior light switches are not illuminated, they may be more difficult to find and operate, increasing the risk of a crash. Furthermore, the switch illumination might not comply with all the requirements of FMVSS 101 5.3.1. The functions of the hazard lights and the overhead control unit as well as all switches would not be affected. All interior cabin lighting remains fully functional.</p>		
<b>What We're Doing</b>	An authorized Mercedes-Benz dealer will update the instrument cluster software on the affected vehicles.		
<b>Parts</b>	<b>Parts are not required for repair. However, the current remedy is not available at this time. An additional notification will be sent once the remedy is available.</b>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2020-2021		
<b>Vehicle Model</b>	CLA-Class, GLE-Class, GLS-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	2101		
<b>Total Vehicles in Dealer Inventory</b>	1109		
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY20-21 CLA-Class, GLE-Class, GLS-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.</b></p> <p><b>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)</b></p> <p><b>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY20-21 CLA-Class, GLE-Class, GLS-Class vehicles covered by this notification until the vehicle has been repaired.</b></p>			



## Next Steps/Notes

<b>Customer Notification Timeline</b>	Customer letters will be mailed approximately one week after the remedy becomes available.
<b>AOMS/SOMS</b>	AOMs - This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.
<b>Rental Fleet Partners</b>	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.

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.

