

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 Differential Locking System MY19-20 463(G-Class)	DATE: February 21, 2020

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. :	Differential Locking System
TBA	20V090	20P2197228	
<p>This is to notify you of a new Recall Campaign regarding the control unit of the differential locking module in 6,517 Model Year (“MY”) 2019-2020 G-Class (463 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>			
Background			
Issue	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2019-2020 G-Class vehicles (463 platform), the control unit of the differential locking module might not meet current production specifications. The electrical contact of a specific resistor might be impaired due to sulfur fumes originating from the axle oil. If the resistor is impaired, the electrical currents calculated with this resistor would have a higher value than what actually exists. As a result, the communication between the control unit and the locking actuator will shut down and the differential locking status might no longer be reliably determined. According to the specified system strategy for locked differentials, both ESP and ABS systems would be deactivated. This could increase the risk of a crash under certain operating conditions. The customer will be made aware of the issue by an ABS and ESP message in the instrument cluster.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the differential locking modules on the affected vehicles and replace them, if necessary.</p>		
Parts	<p>A remedy is not yet available. An additional notification will be sent once a remedy is available.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2019-2020		
Vehicle Model	G-Class		
Vehicle Populations			
Total Recall Population	6,517		
Total Vehicles in Dealer Inventory	13		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY19-20 G-Class vehicles in dealer inventory covered by this notification until the vehicle has been remedied or until NHTSA approves the petition for inconsequential noncompliance. Once the remedy is available, the vehicles may be removed from this recall population.</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 a violation of Federal Law for car rental companies to rent MY19-20 G-Class vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letter mailing timelines are pending.		
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>			

