

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 Launch Notification Replace Left Rear Seatback Latch MY20 213 253 290 (E-Class, GLC-Class, AMG GT-Class)	DATE: August 11, 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



Recall Campaign Launch Notification			August 11, 2020
Campaign No. :	NHTSA ID	Campaign Desc. :	Replace Left Rear Seatback Latch
2020070004	20V328	20P9295001	
<p>This is to notify you of the Recall Campaign Launch to replace the left rear seatback latch in 1,351 Model Year (“MY”) 2020 E-Class (213 platform), GLC-Class (253 platform) and AMG GT-Class 4-doors Coupe (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 “OPEN” on August 11, 2020.</p>			
Background			
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2020 E-Class (213 platform), GLC-Class (253 platform) and AMG GT-Class 4-doors Coupe (290 platform) vehicles equipped with rear seatbacks that can be electrically unlatched, the left rear seatback latch might not meet current production specifications. If the rear seatback latch does not meet specifications, its basic functionality remains, but in the event of a crash, if the cargo area is loaded, the cargo could strike the left rear seatback seat. In this case, a seatback latch failure cannot be ruled out, which could increase the risk of injury to occupants.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the left rear seatback latch on the affected vehicles.		
Parts	The remedy is available and can be performed.		
Vehicles Affected			
Vehicle Model Year(s)	2020		
Vehicle Model	E-Class, GLC-Class and AMG GT-Class		
Vehicle Populations			
Total Recall Population	1351		
Total Vehicles in Dealer Inventory	187		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY20 E-Class, GLC-Class and AMG GT-Class 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.</p> <p>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent MY20 E-Class, GLC-Class and AMG 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 on August 17, 2020.		
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>			





Mercedes-Benz

Campaign No. 2020070004, August 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model E-Class, GLC-Class, and AMG GT-Class 4-doors Coupe (213, 253, and 290)
Model Year 2020****Replace Left Rear Seatback Latch**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2020 E-Class (213 platform), GLC-Class (253 platform) and AMG GT-Class 4-doors Coupe (290 platform) vehicles equipped with rear seatbacks that can be electrically unlatched, the left rear seatback latch might not meet current production specifications. If the rear seatback latch does not meet specifications, its basic functionality remains, but in the event of a crash, if the cargo area is loaded, the cargo could strike the left rear seatback seat. In this case, a seatback latch failure cannot be ruled out, which could increase the risk of injury to occupants. An authorized Mercedes-Benz dealer will replace the left rear seatback latch on the affected vehicles.

Prior to performing this Recall Campaign:

- **VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle. Always check for any other open campaigns, and perform accordingly.**
- Please review the entire Recall Campaign bulletin and follow the repair procedure exactly as described.

Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 1351 vehicles are involved.

Order No. P-RC-2020070004

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

Work procedure

1. Replace seat backrest locking function for **left** rear seat

i For basic data for models 213 and 253, see **AR91.12-P-1730LWS**.

i For basic data for model 290, see **AR91.12-P-1730FRX**.

The left cover reinforcement (**A 205 920 60 03 9051**) is very easily damaged during disassembly and must be replaced.

Primary Parts Information

Qty.	Part Name	Part Number
1	Left seat backrest frame lock	A 205 920 05 76
1	Left cover reinforcement	A 205 920 60 03 9051
As required	Left lock cover	*

* The replacement parts must be determined according to the equipment variant for the VIN via the parts process in the Xentry Portal (XPPI).

Warranty Information

Operation: Replace seat backrest locking function for left rear seat (02-1624)

Damage Code	Operation Number	Labor Time (hrs.)
92 950 01 7	02-1624	0.4

i **Note**

Operation Number labor times are subject to change.