

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>Check Turbocharger Oil Feed Line Screw Torque</b> <b>MY20 205, 213, 253(C-Class, E-Class, GLC-Class)</b>	Date: June 30, 2020

## IMPORTANT NEW 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



<b>Campaign No. :</b>	<b>NHTSA ID</b>	<b>Campaign Desc. :</b>	<b>Check Turbocharger Oil Feed Line Screw Torque</b>
TBD	20V364	20P2197264	
<p>This is to notify you of a new Recall Campaign regarding the mounting of the screws on the turbocharger oil feed lines on 88 Model Year MY2020 205, 213, 253 (C-Class, E-Class, GLC-Class) 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 June 30, 2020.</p>			
<b>Background</b>			
<b>Issue</b>	<p>Mercedes-Benz AG, ("MBAG") the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020 C-Class, E-Class, and GLC-Class vehicles (205, 213, 253 platform) equipped with a 4-cylinder gasoline engine (M264), the screws that retain the turbocharger oil feed and return lines may not have been properly torqued during the assembly process due to a deviation in the data documentation. As a result, the correct mounting of the assembly cannot be confirmed. Should the mounting assembly not meet the torque specification, the turbocharger oil feed and return lines could detach and leak oil, which could potentially contact hot engine components, increasing the risk of a fire.</p>		
<b>What We're Doing</b>	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the mounting of the turbocharger oil feed and oil return line on the affected vehicles and rework it, if necessary.</p>		
<b>Parts</b>	<p><b>The current remedy is not available at this time. An additional notification will be sent once the remedy is available.</b></p>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2020		
<b>Vehicle Model</b>	C-Class, E-Class, GLC-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	88		
<b>Total Vehicles in Dealer Inventory</b>	10		
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY20 C-Class, E-Class, GLC-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 Xentry Portal Workshop 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 C-Class, E-Class, GLC-Class vehicles covered by this notification until the vehicle has been repaired.</b></p>			
<b>Next Steps/Notes</b>			
<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.		
<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>			

