

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 AC Drain Hose</b> <b>MY19 177 (A-Class)</b>	Date: July 24, 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



<b>Campaign No. :</b>	<b>NHTSA ID</b>	<b>Campaign Desc. :</b>	<b>Check AC Drain Hose</b>
TBD	20V416	20P2197268	
<p>This is to notify you of a new Recall Campaign regarding installation the of AC drain hose on <b>3615</b> Model Year MY2019 177 (A-Class) vehicles. The recall campaign will be visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. Affected VINs will be flagged in VMI as "PENDING" on July 24, 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") 2019 A-Class vehicles (177 platform), the air conditioning drain hose might not be installed according to current production specifications. In this case, condensation from the air conditioning system might enter the passenger compartment. Condensation entering through the driver and passenger side footwells as well as into the center tunnel could potentially cause corrosion and/or short circuits of the electrical components located in this area. This could lead to different consequences including: a malfunction of the SRS control unit, the vehicle's failure to start, an activation of the engine's limp-home mode during driving, and/or an impairment of performance of certain features (e.g. fuel pump, automatic/manual emergency call). These potential consequences could increase the risk of injury or a crash.</p>		
<b>What We're Doing</b>	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the installation of the air conditioning drain hose and correct it, if necessary.</p>		
<b>Parts</b>	<p><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></p>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2019		
<b>Vehicle Model</b>	A-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	3615		
<b>Total Vehicles in Dealer Inventory</b>	19		
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY19 A-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. Once the repair is complete, the vehicle may be sold or leased. 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) Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY19 A-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>			

