



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

August 5, 2020

Mr. Greg Gunther  
Department Manager VCA  
Mercedes-Benz USA, LLC.  
13470 International Parkway  
Jacksonville, FL 32218

NEF-150JK  
20V-449

**Subject:** Seat Belt Warning System Not Operating Properly

Dear Mr. Gunther:

This letter serves to acknowledge Mercedes-Benz USA, LLC.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

MERCEDES BENZ/C300/2019  
MERCEDES BENZ/CLS450/2019  
MERCEDES BENZ/E300/2017-2019  
MERCEDES BENZ/E400/2018  
MERCEDES BENZ/E450/2019  
MERCEDES BENZ/S450/2019  
MERCEDES BENZ/S560/2018-2019

**Mfr's Report Date:** July 31, 2020

**NHTSA Campaign Number:** 20V-449

**Components:**

ELECTRICAL SYSTEM: SOFTWARE  
SEAT BELTS:FRONT:WARNING LIGHT/DEVICES

**Potential Number of Units Affected:** 56

**Problem Description:**

Mercedes-Benz USA, LLC. (MBUSA) is recalling certain 2019 C300, C300 Coupe, CLS450, E450 Coupe and S450, 2017-2019 E300, 2018 E400 Coupe, E400 Stationwagon, and 2018-2019 S560 vehicles that have previously had the instrument cluster replaced. The software in the replaced instrument cluster may cause the seat belt warning system to not operate properly, only displaying a solid warning light if either the driver or passenger seat belt is unfastened, instead of a blinking light with an audible tone.

**Consequence:**

Without the audible tone and blinking warning light to remind the front seat occupants that their seat belts are not buckled, they may forget to buckle their seat belt, increasing their risk of injury in the event of a crash.

**Remedy:**

MBUSA will notify owners, and dealers will update the instrument cluster software, free of charge. The recall is expected to begin

September 29, 2020. Owners may contact MBUSA customer service at 1-800-367-6372.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at [jennifer.kruger@dot.gov](mailto:jennifer.kruger@dot.gov). We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement