

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 Update Software for Seat Belt Warning in the Instrument Cluster MY17-19 205 213 222 238 257 (C-Class, E-Class, S-Class, E-Class Coupe/Convertible and CLS-Class)	DATE: August 7, 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. :	Update Software for Seat Belt Warning in the Instrument Cluster
TBA	20V449	20P2197278	
<p>This is to notify you of a new Recall Campaign to update the software for the seat belt warning in the instrument cluster in 56 Model Year (“MY”) 2017-2019 C-Class (205 platform), E-Class (213 platform), S-Class (222 platform), E-Class Coupe/Convertible (238 platform) and CLS-Class (257 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 August 7, 2020.</p>			
Background			
Issue	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY17-19 C-Class (205 platform), E-Class (213 platform), S-Class (222 platform), E-Class Coupe/Convertible (238 platform) and CLS-Class (257 platform) vehicles, the seat belt warning system does not meet current production specifications. If the driver or passenger seat belt is not fastened, the seat belt warning would not warn the driver as intended by means of a blinking warning lamp in the instrument cluster and an audible warning tone, but only with a permanently activated warning lamp. Thus, the driver would not receive the full scope of intended warnings in the event of an unfastened seatbelt. An unfastened seatbelt increases the risk of injury in the event of a crash. The customer may be made aware of the issue by the absence of the blinking warning lamp and the audible warning tone if the vehicle is driven without the seat belt fastened.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the (SCN) -Coding of the instrument cluster on the affected vehicles.</p>		
Parts	<p>Remedy is not available at this time. An additional notification will be sent once the remedy is available.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2017-2019		
Vehicle Model	C-Class, E-Class, S-Class, E-Class Coupe/Convertible and CLS-Class		
Vehicle Populations			
Total Recall Population	56		
Total Vehicles in Dealer Inventory	0		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY17-19 C-Class, E-Class, S-Class, E-Class Coupe/Convertible and CLS-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 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 MY17-19 C-Class, E-Class, S-Class, E-Class Coupe/Convertible and CLS-Class vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed approximately one week after the remedy becomes available.		
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>			

