

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**
High Voltage Wiring Harness
MY20 253 (GLC-Class)

Date: December 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



Campaign No. :	NHTSA ID	Campaign Desc. :	High Voltage Wiring Harness
2020110008	20V607	20P5491019	
<p>This is to notify you of a Recall Campaign launch regarding the High Voltage Wiring Harness on Z Model Year ("MY") 2020 GLC-Class (253 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 December 11, 2020.</p>			
Background			
Issue	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020 GLC (253 platform) vehicles with a hybrid drive, under certain driving profiles, the shield for the high-voltage wiring harness may not be able to permanently withstand the electrical loads that are induced. When driving at higher speeds and when using electric boost function (kickdown) more frequently, a contact point of the high-voltage wiring harness shielding to the power electronics might be exposed to an electrical overload. In this case, induced shield currents could cause the power electronics of the vehicle to malfunction and the vehicle to stall, which could increase the risk of a crash.</p>		
What We're Doing	Mercedes-Benz Dealers will replace the high-voltage wiring harness on the affected vehicles.		
Parts	Parts are available and can be ordered as necessary.		
Vehicles Affected			
Vehicle Model Year(s)	2020		
Vehicle Model	GLC-Class		
Vehicle Populations			
Total Recall Population	7		
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 MY20 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 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. As a matter of normal service process, please check for other repair measures which might be applicable to the vehicle(s)</p>			
<p>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY20 GLC-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 December 11, 2020. Customer may also be contacted through the CAC.		
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. 2020110008, December 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLC-Class vehicles (253 platform)**
Model Year 2020
High Voltage Wiring Harness

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020 GLC (253 platform) vehicles with a hybrid drive, under certain driving profiles, the shield for the high-voltage wiring harness may not be able to permanently withstand the electrical loads that are induced. When driving at higher speeds and when using electric boost function (kickdown) more frequently, a contact point of the high-voltage wiring harness shielding to the power electronics might be exposed to an electrical overload. In this case, induced shield currents could cause the power electronics of the vehicle to malfunction and the vehicle to stall, which could increase the risk of a crash.

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 7 vehicles are involved.

Order No. P-RC-2020110008

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. De-energize high-voltage on-board electrical system.

i For basic data, see:

- AR47.70-P-1000MEH (Model 167).
- AR54.10-P-1150LW (Model 205).
- AR54.10-P-1150LHV (Model 213).
- AR54.10-P-1150LVH (Model 253).

2. Remove upper engine cover.

3. Remove exhaust system (A, Figure 1) from transmission bracket (B, Figure 1).

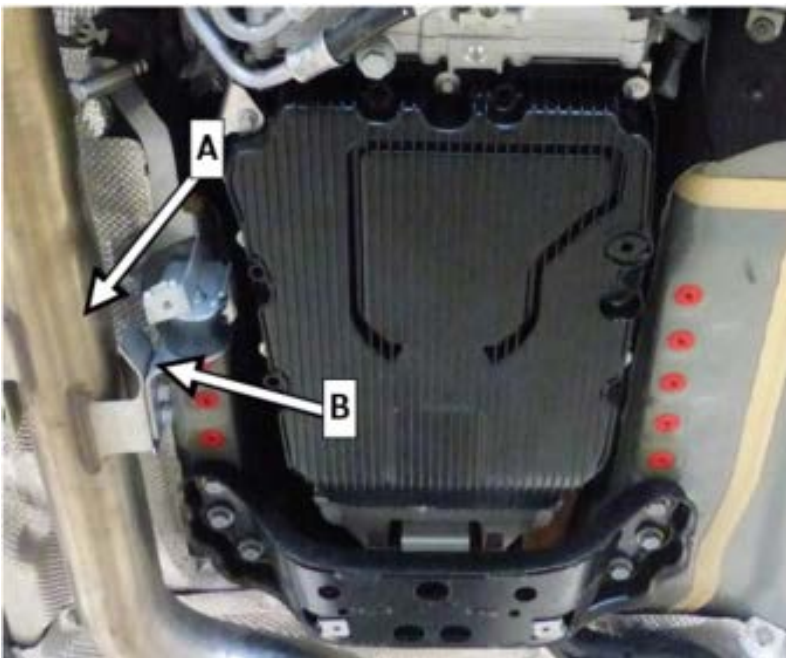


Figure 1 (example illustration on model 213 with OM654)

4. Remove center and rear engine compartment lining, underbody lining, heat shields, stiffeners and cable ducts.

Mark intermediate bearing of propeller shaft relative to underbody and remove.

i Do **not** remove exhaust system and propeller shaft.

i For basic data, see:

- AR41.10-P-0050MSC (Model 167 with M274).
- AR41.10-P-0050OID (Model 167 with OM654).
- AR41.10-P-0050LW (Model 205, 213).
- AR41.10-P-0050LWX (Model 253).

5. Remove cable duct (**G, Figure 2**) from cross strut (**E, Figure 2**).

i If cross strut is fitted.

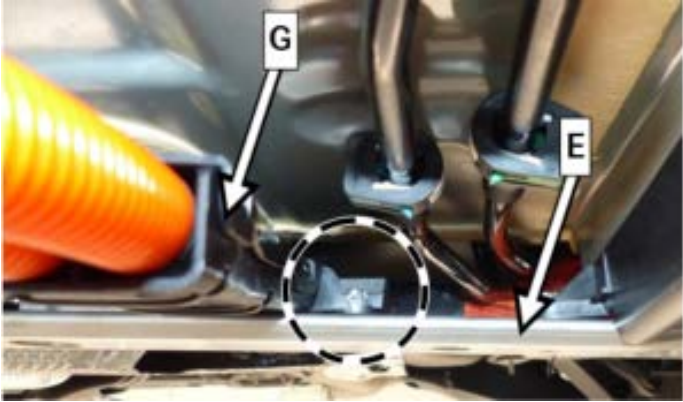


Figure 2 (example illustration on model 213 with OM654)

6. Prop up automatic transmission.

7. Remove engine support at rear.

i For basic data, see:

- **AR22.10-P-4360MRK (Model 167 with M274).**
- **AR22.10-P-4360OID (Model 167 with OM654).**
- **AR22.10-P-4360LWB (Model 205, 253).**
- **AR22.10-P-4360OLC (Model 213).**

8. Expose power electronics (**L, Figure 3**), release and lower.

i Do **not** drain off any coolant and do **not** disconnect any coolant hoses.

i For basic data, see:

- **AR08.20-P-0011OLR (Model 167 with OM654)**
- **AR08.20-P-0011OLC (Model 205, 213, 253 with OM654)**
- **AR08.20-P-0011LVH (Model 253 with M274)**
- **AR08.20-P-0011LWE (Model 205 with M274)**
- **AR08.20-P-0011MRM (Model 167 with M274)**
- **AR08.20-P-0011MRD (Model 213 with M274)**

9. Expose high-voltage plug (**N, Figure 3**) of high-voltage wiring harness on power electronics (**L, Figure 3**), detach and remove.

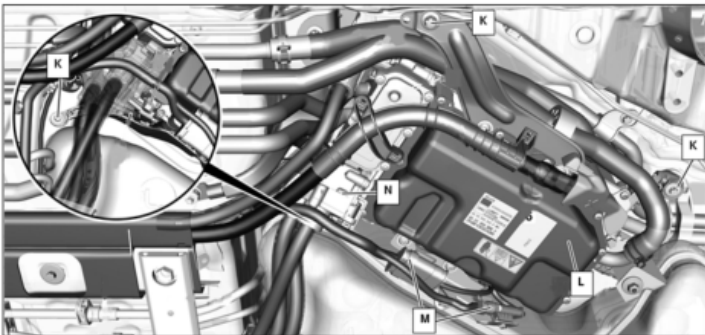


Figure 3 (example illustration on model 213 with OM654)

10. Remove screw (**O, Figure 4**) and remove high-voltage plug (**N, Figure 4**).

i The screw (**O, Figure 4**) remains in the high-voltage plug (**N, Figure 4**).

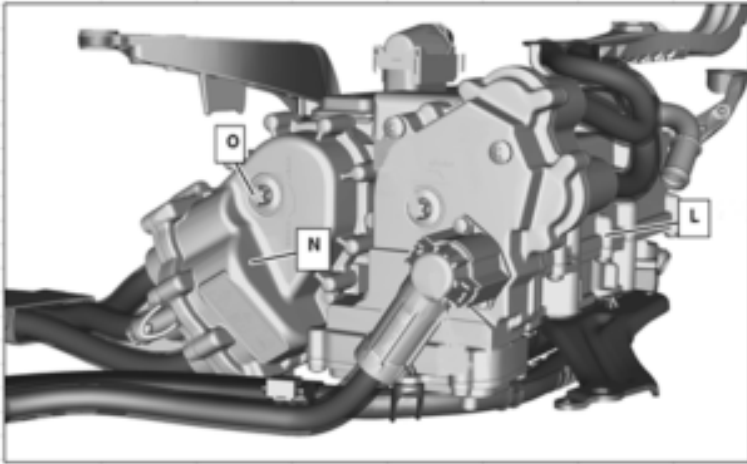


Figure 4 (example illustration on model 213 with OM654)

11. Lower transmission.

12. Remove cable duct (**G, Figure 5**) at side from transmission.

13. Remove screw (**P, Figure 5**) and remove upper cover (**Q, Figure 5**) above the high-voltage plug connector (**T, Figure 5**).

Hm Screw for cover on transmission **9 Nm**

14. Remove screw (**S, Figure 5**) and remove high-voltage wiring harness (**R, Figure 5**) with cable duct (**G, Figure 5**).

Hm Screw for high-voltage wiring harness plug on transmission **10 Nm**

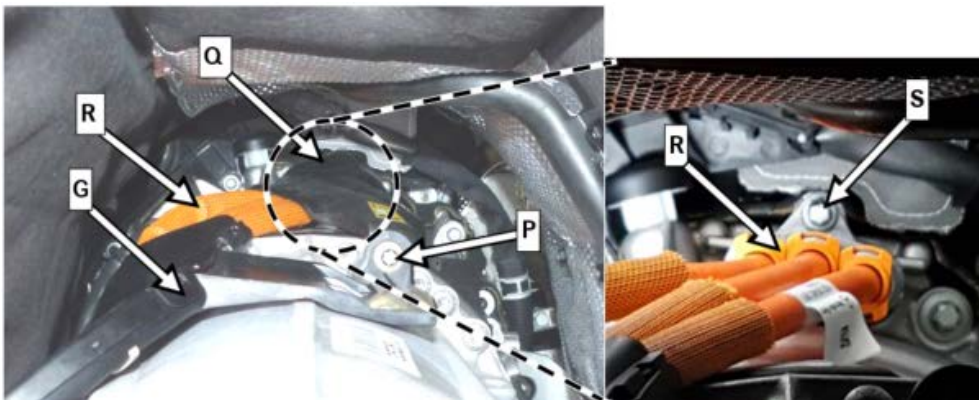


Figure 5 (example illustration on model 213 with OM654)

15. Assemble in reverse order.

Primary Parts Information

Qty.	Part Name	Part Number
1	High-voltage electrical wiring harness	*

* The replacement parts must be determined by VIN via the parts job in the XENTRY Portal (XPPI).

Warranty Information

Operation: Replace high-voltage wiring harness (02-1029)

Includes:

- Quick test
- Disconnect high-voltage on-board electrical system
- Remove/install upper engine cover
- Remove/install engine compartment paneling
- Remove/install underbody lining
- Remove/install heat shields
- Remove/install stiffeners
- Remove/install cable ducts
- Release/attach intermediate bearing of propeller shaft
- Remove/install rear engine carrier
- Prop up/lower automatic transmission
- Release/attach power electronics
- Replace high-voltage wiring harness

Damage Code	Operation Number	Labor Time (hrs.)
54 910 19 7	02-1029	3.6

i Note

Operation Number labor times are subject to change.