

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

Date: October 9, 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
TBA	20V607	20P2197288	
<p>This is to notify you of a new Recall Campaign 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 "PENDING" on October 9, 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-Class vehicles (253 platform) with a hybrid drive, under certain driving profiles, the shield for the high-voltage wiring harness may not permanently withstand the electrical loads that are induced. When driving at higher speeds and 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, increasing the risk of a crash.</p>		
What We're Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the high-voltage wiring harness 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)	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 style="text-align: center;">Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p> <p style="text-align: center;">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	<p>Customer letters will be mailed approximately one week after the remedy becomes available.</p>		
AOMS/SOMS	<p>AOMs - This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.</p>		
Rental Fleet Partners	<p>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>		
<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>			

