

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 Launch Notification</b> <b>Check Center Console Storage Compartment</b> <b>MY19 205 (C-Class)</b>	DATE: October 23, 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



<b>Recall Campaign Launch Notification</b>			<b>October 23, 2020</b>
<b>Campaign No. :</b>	<b>NHTSA ID</b>	<b>Campaign Desc. :</b>	<b>Check Center Console Storage Compartment</b>
2020100006	20V608	18P6890002	
<p>This is to notify you of the <b>Recall Campaign Launch</b> to check the center console storage compartment in <b>Z</b> Model Year (“MY”) 2019 C-Class (205 platform) 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 “OPEN” on October 23, 2020.</p>			
<b>Background</b>			
<b>Issue</b>	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2019 C-Class vehicles (205 platform), the center console storage compartment might not lock properly. Insufficient locking of the center console might lead to the center console storage compartment lid/door opening in the event of a rear-end collision, which would not comply with FMVSS 201 (Occupant Protection in Interior impact).		
<b>What We’re Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the center console storage compartment on the affected vehicles and replace it, if necessary.		
<b>Parts</b>	<b>The remedy is available and can be performed.</b>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2019		
<b>Vehicle Model</b>	C-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	7		
<b>Total Vehicles in Dealer Inventory</b>	0		
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY19 C-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.</b></p> <p style="text-align: center;"><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</b></p> <p><b>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent MY19 C-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 on October 30, 2020. Customers may also be contacted through the CAC.		
<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>			





Mercedes-Benz

Campaign No. 2020100006, October 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model C-Class vehicles (205 platform)**  
**Model Year 2019**  
**Check Center Console Storage Compartment**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2019 C-Class vehicles (205 platform), the center console storage compartment might not lock properly. Insufficient locking of the center console might lead to the center console storage compartment lid/door opening in the event of a rear-end collision, which would not comply with FMVSS 201 (Occupant Protection in Interior impact). An authorized Mercedes-Benz dealer will check the center console storage compartment on the affected vehicles and replace it, if necessary.

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-2020100006

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.

### Check/test procedure

1. Remove the front center console stowage compartment.
  - i** For basic data, see **AR68.20-P-0901LWM**.
2. Check Q-status of the front center console stowage compartment.
  - i** The Q-status must be **at least Q-status 4**.
  - i** The Q-status can be read from the replacement part adhesive label after the replacement part number. It will be indicated as **Q4 (A, figure 1)**.
  - i** The replacement part adhesive label is located on the underside of the front center console stowage compartment (**figure 1**).



Figure 1

- a. If the Q-status is ***less than 4***: Carry out **work procedure**.
- b. If the Q-status ***is 4*** or higher: **End measure**.

**i** The **findings** from the check/test procedure must be recorded **in writing on the workorder**.

### Work procedure

1. Replace the front center console stowage compartment.
  - i** For basic data, see **AR68.20-P-0901LWM**.

**Primary Parts Information**

Qty.	Part Name	Part Number
As required (1)	Stowage compartment	A 205 680 13 04

**Warranty Information****With check**

**Operation:** Check the front center console stowage compartment (02-2786)

Damage Code	Operation Number	Labor Time (hrs.)
68 900 02 7	02-2786	0.5

**With check and replace**

**Operation:** Check the front center console stowage compartment (02-2786)

Replace the front center console stowage compartment (after check) (02-2787)

**Includes:** Remove/install antenna for Keyless-Go; remove/install control unit for mobile phone cradle

Damage Code	Operation Number	Labor Time (hrs.)
68 900 02 7	02-2786	0.5
	02-2787	0.1

**i Note**

Operation Number labor times are subject to change.