

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 Check the Adjustment Range Limitation of the Passenger Seat MY19-21 213 (E-Class)	DATE: November 6, 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. :	Check the Adjustment Range Limitation of the Passenger Seat
TBA	20V673	20P2197310	

This is to notify you of a new **Recall Campaign** to check the adjustment range limitation of the passenger seat in **1,337** Model Year (“MY”) 2019- 2021 E-Class (213 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 November 6, 2020.

Background

Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2019- 2020 E-Class vehicles (213 platform) the mechanical seat adjustment range limitation for the front passenger seat might not have been installed. In the event of a missing mechanical seat adjustment range limit stop, the position of the front passenger seat in relation to the airbag might deviate from the certified level, which could increase the risk of injury in the event of a crash with airbag deployment.
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the mechanical seat adjustment range limitation for the front passenger seat on the affected vehicles and install it if necessary.
Parts	Remedy is not available at this time. An additional notification will be sent once the remedy is available.

Vehicles Affected

Vehicle Model Year(s)	2019 - 2021
Vehicle Model	E-Class

Vehicle Populations

Total Recall Population	1337
Total Vehicles in Dealer Inventory	169

Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY19-21 E-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.

Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.

Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent MY19-21 E-Class vehicles covered by this notification until the vehicle has been repaired.

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.

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.

