News Channel Update Vehicle Compliance & Analysis

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 Starter Harness	Date: December 18, 2020	
MY18-20 253 (AMG GLC-Class)		

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

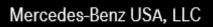
Mercedes-Benz USA, LLC A Daimler Company

One Mercedes-Benz Drive Sandy Springs, GA 30328 770.705.0600



News Channel Update Vehicle Compliance & Analysis

Campaign No. :	NHTSA ID	Campaign Desc. :	Check Starter Harness	
TBA	20V776	20P2197320	Check Starter Harness	
This is to notify you of a new Recall Campaign regarding the starter harness on 2,563 Model Year MY2018-2020 253 (AMG GLC-Class) 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 December 18, 2020.				
Background				
Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certa Model Year ("MY") 2018-2020 AMG GLC-Class (253 platform) vehicles, the power supply cable on the st might not have been installed according to production specification and in certain conditions could conta the starter housing. In the event of an incorrect screw connection, the power supply cable to the starter might contact the starter housing. Over time this could lead to chafing of the wire insulation on the power supply cable due to relative movements, which could result in a short circuit. Depending on the nature o short circuit, different vehicle functions may be affected and could result in the vehicle stalling. Further, could increase the risk of a crash or fire due to a short circuit.		253 platform) vehicles, the power supply cable on the starter action specification and in certain conditions could contact screw connection, the power supply cable to the starter s could lead to chafing of the wire insulation on the power could result in a short circuit. Depending on the nature of the affected and could result in the vehicle stalling. Further, this s short circuit.	
What We're Doing		An authorized Mercedes-Benz dealer will check the affected vehicles and install the starter harness according to specification, if necessary.		
Parts		Parts are not required for repair. However, the current remedy is not available at this time. An		
additional notification will be sent once the remedy is available.				
Vehicles Affected				
Vehicle Model Year(s)	2018-202			
Vehicle Model	AMG GLC-	-Class		
		Vehicle Population	ons	
Total Recall Population		2,563		
Total Vehicles in Deale Inventory	er 23			
Given this notice, it is <u>a violation of Federal law</u> for a dealer to sell or lease any <u>new</u> MY18-20 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. 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)				
Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY18-20 GLC-Class vehicles covered by this notification until the vehicle has been repaired.				
Next Steps/Notes				
Customer Notification Timeline	Customer le	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.				



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