

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**  
**MY18-20 253 (AMG GLC-Class)**

Date: December 18, 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>Campaign No. :</b>	<b>NHTSA ID</b>	<b>Campaign Desc. :</b>	<b>Check Starter Harness</b>
TBA	20V776	20P2197320	
<p>This is to notify you of a new <b>Recall Campaign</b> regarding the starter harness on <b>2,563</b> Model Year MY2018-2020 253 (AMG GLC-Class) 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 "PENDING" on December 18, 2020.</p>			
<b>Background</b>			
<b>Issue</b>	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2018-2020 AMG GLC-Class (253 platform) vehicles, the power supply cable on the starter might not have been installed according to production specification and in certain conditions could contact 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 of the short circuit, different vehicle functions may be affected and could result in the vehicle stalling. Further, this could increase the risk of a crash or fire due to a short circuit.</p>		
<b>What We're Doing</b>	<p>An authorized Mercedes-Benz dealer will check the affected vehicles and install the starter harness according to specification, if necessary.</p>		
<b>Parts</b>	<p><b>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.</b></p>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2018-2020		
<b>Vehicle Model</b>	AMG GLC-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	2,563		
<b>Total Vehicles in Dealer Inventory</b>	23		
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY 18-20 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.</b></p> <p><b>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)</b></p> <p><b>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY 18-20 GLC-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 approximately one week after the remedy becomes available.		
<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>			

