

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 Replace Wheel-Hub Cap MY19-20 290 (AMG GT-Class)	DATE: December 28, 2020

IMPORTANT NEW 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. :	Replace Wheel-Hub Cap
TBA	20V800	20P2197326	
This is to notify you of a new Recall Campaign to replace the wheel-hub cap in 1,142 Model Year (“MY”) 2019-2020 AMG GT-Class Coupe (290 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 December 28, 2020.			
Background			
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2019-2020 AMG GT-Class 4 Door Coupe vehicles (290 platform), the wheel-hub caps with the Mercedes-Benz emblem might not have been manufactured according to current production specifications. The fastening clip mechanism on the wheel-hub caps might not withstand induced stresses while driving, and could detach from the wheel hub. If the wheel-hub caps detach from the vehicle while driving, they could become a road hazard, which could increase the risk of a crash or risk of injury for other road users.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the wheel-hub caps on the affected vehicles.		
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 - 2020		
Vehicle Model	AMG GT-Class (290 platform)		
Vehicle Populations			
Total Recall Population	1,142		
Total Vehicles in Dealer Inventory	13		
Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY19-20 AMG GT-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 MY19-20 AMG GT-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.			

