

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 the Transmission Wiring Harness</b> <b>MY20 GLC-Class (253 platform)</b>	DATE: August 12, 2022

## 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



## Recall Campaign Launch Notification

August 12, 2022

Campaign No. :

NHTSA ID

Campaign Desc. :

2022080001

22V494

22P5990003

## Check the Transmission Wiring Harness

This is to notify you of the **Recall Campaign Launch** to check the transmission wiring harness on **1,168** Model Year ("MY") 2020 GLC-Class (253 platform) vehicles. The recall campaign will be visible on the [www.safercar.gov](http://www.safercar.gov) website and may generate questions from customers. Affected VINs will be flagged in VMI as "OPEN" on **August 12, 2022**.

## Background

## Issue

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2020 GLC-Class (253 platform) 4-Matic vehicles, the routing of the transmission wiring harness might not meet current production specifications. In these vehicles, incorrect positioning of the transmission wiring harness could result in contact with the front drive shaft. Over time, chafing could potentially occur, and result in loss of vehicle propulsion while driving, which could potentially increase the risk of a crash. If the failure occurs, the driver would be made aware through a warning message in the instrument cluster.

## What We're Doing

MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the transmission wiring harness on the affected vehicles and replace it, if necessary.

## Parts

**The remedy is available and can be performed. Please note that the estimated replacement rate is less than 1%. Parts should only be ordered in the event a replacement is required.**

## Vehicles Affected

Vehicle Model Year(s)

2020

Vehicle Model

GLC-Class

## Vehicle Populations

Total Recall Population

1,168

Total Vehicles in Dealer Inventory

0

**Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY20 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 Xentry. 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 MY20 GLC-Class vehicles covered by this notification until the vehicle has been repaired.**

## Next Steps/Notes

Customer Notification Timeline

Customer letters will be mailed on 8/26/2022.

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.



# Recall Campaign Bulletin



Campaign No. 2022080001, August 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLC-Class (253 platform)**  
**Model Year 2020**

## **Check the Transmission Wiring Harness**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020 GLC-Class (253 platform) 4-Matic vehicles, the routing of the transmission wiring harness might not meet current production specifications. In these vehicles, incorrect positioning of the transmission wiring harness could result in contact with the front drive shaft. Over time, chafing could potentially occur, and result in loss of vehicle propulsion while driving, which could potentially increase the risk of a crash. If the failure occurs, the driver would be made aware through a warning message in the instrument cluster. MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the transmission wiring harness on the affected vehicles and replace it, if necessary.

Prior to performing this 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 Campaign bulletin and follow the repair procedure exactly as described.

Approximately 1,168 vehicles are affected.

Order No. P-RC-2022080001

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Record

# Recall Campaign Bulletin

## Check transmission wiring harness, rework or replace if necessary

Model 253

### Check/test procedure

1. Remove rear engine compartment lining (A, Figure 1).

**i** For model 253, see AR61.20-P-1105LW.

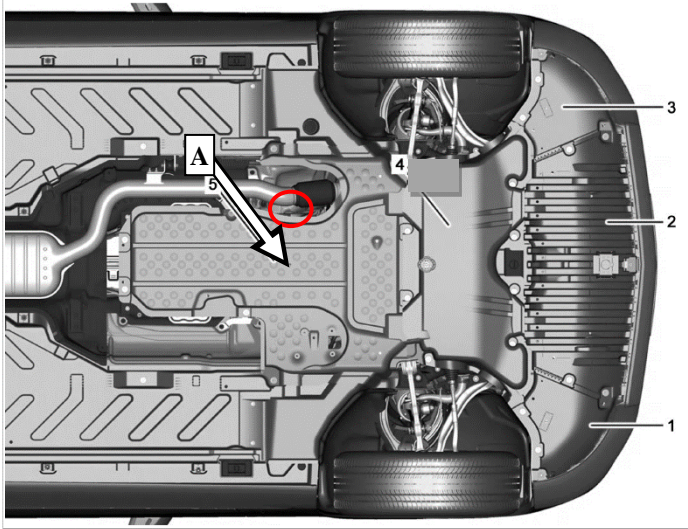


Figure 1

2. Check clearance (B, Figure 2) between transmission wiring harness, transmission tunnel and transmission.

**i** The transmission wiring harness **must not** lie on the drive shaft/transfer case for the front axle differential.

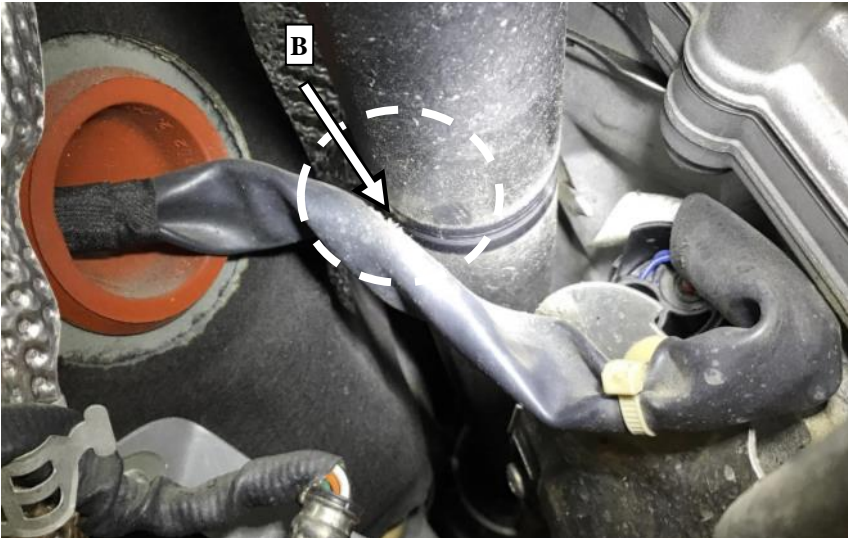




Figure 2, not OK condition

- a. Transmission wiring harness is in contact but **not damaged**: Perform **work procedure A**.
- b. Transmission wiring harness is in contact and **is damaged**: Perform **work procedure B**.
- c. Transmission wiring harness is **correctly routed**: **End measure**.

### Work procedure A

1. **For model 253** - Clip the wiring harness in at the **correct** bracket (C, Figure 3).

-  Unclip wire and retaining clamp, re-use retaining clamp on bracket (C, Figure 3).
-  It is not necessary to turn the red grommet for model 253.

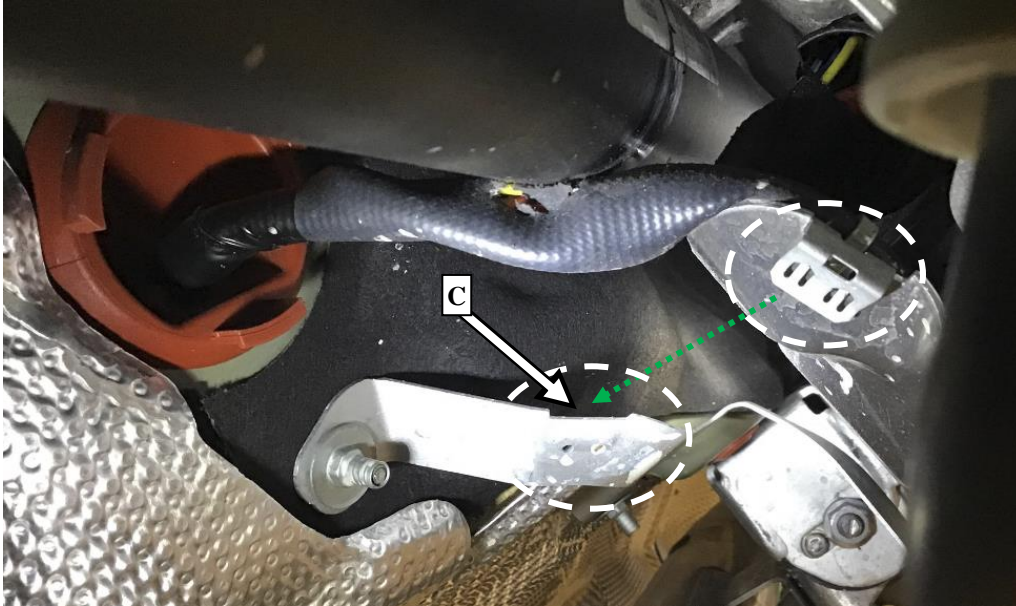



Figure 3, shown on model 253

### Work procedure B


1. Use the following procedure depending on the level of damage.
  - If only the protective hose is slightly scratched, wrap fabric tape around the affected position and then route the wiring harness correctly.
  - If one or more signal lines (**line cross-section 0.35 mm<sup>2</sup> or 0.75 mm<sup>2</sup>**) are damaged, these lines must be repaired using line connectors; to do this, sever the protective hose and, after the repair using the line connectors, connect the two ends of the protective hose with fabric tape and route the wiring harness correctly.
  - If the power supply line (**line cross-section 10 mm<sup>2</sup>**) is damaged, **the wiring harness must be replaced.**


-  Refer to WIS/Star Wiring for wire colors and the corresponding wire functions.

### Primary Parts Information

Qty.	Part Name	Part Number
As required*	Fabric tape 25m roll	A 007 989 07 85 08
As required*	Line connectors	A 000 982 92 10
As required*	Transmission wiring harness model 253 left-hand drive	A 253 540 89 21


\* Determine the transmission wiring harness in the Xentry parts process for the vehicle identification number in DG 54, picture chart 545, picture no. 80.

-  Small parts such as screws, lock nuts, sealing rings, cable ties, fluids, sealant, etc. are not listed in the parts list. The required small parts are taken into account in the budgeting.

 **Note:** The following allowable labor operation should be used when submitting a warranty claim for this repair:

**Warranty Information**

Damage Code	Operation Number	Description	Labor Time (hrs.)
59 900 03	02-0124	Check transmission wiring harness	0.3
	02-0125	Rework transmission wiring harness (after check) <b>Comprises:</b> Route correctly and repair as required	Time prescribed by ASRA
	02-0126	Replace transmission wiring harness (after check)	Time prescribed by ASRA

 **Note:** Always check ASRA for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.