

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 Transmission Wiring Harness Connector MY 19-22 4-Matic CLS-Class, E-Class, and GT-Class (257, 213, 238, and 290 platform)	UPDATE: August 25, 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



Updated Recall Campaign Initial Notification			August 25, 2022
Campaign No. :	NHTSA ID	Campaign Desc. :	Check Transmission Wiring Harness Connector
TBD	22V533	22P2197542	
<p>This is to notify you of an update for the Recall Campaign to check the transmission wiring harness connector on 16,475 Model Year (“MY”) 2019-2022 4-Matic CLS-Class, E-Class, and GT-Class (257, 213, 238, and 290 platform) vehicles. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. Affected VINs were flagged in VMI as “PENDING” on July 29, 2022.</p>			
Background			
Issue	<p>Mercedes-Benz AG (MBAG), the manufacturer of Mercedes-Benz vehicles, has determined that on certain E-Class (213 platform), E-Class Coupe/Cabriolet (238 platform), CLS (257 platform) and AMG GT 4-door (290 platform) 4Matic vehicles, the transmission wiring harness might not be routed according to specifications. Tension on the transmission wiring harness could lead to wire insulation pulling back from the electrical connector and as a result, water could enter the connector. Water ingress may lead to a short circuit and/or thermal overload if the vehicle’s ignition is off for longer periods of time. The risk of fire cannot be ruled out. Before the issue occurs, the driver may be alerted to the condition by illumination of the yellow battery (electrical charge) indicator lamp and/or the "4Matic malfunction" warning message in the instrument cluster.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the electrical connector on the affected vehicles and rework it, if necessary.</p>		
Parts	<p>Remedy is not available at this time.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2019-2022		
Vehicle Model	CLS-Class, E-Class, and GT-Class		
Vehicle Populations			
Total Recall Population	16,475 (Population has been reduced from 27,330. The excluded vehicles will no longer be flagged as “Pending” and are released from stop sale.)		
Total Vehicles in Dealer Inventory	229		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY19-22 CLS-Class, E-Class, and 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.</p> <p>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 that might be applicable to the vehicle(s).</p> <p>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY19-22 CLS-Class, E-Class, and GT-Class covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed on or before September 20, 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.		
<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>			

