

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 - Initial Notification</b> <b>Retrofit a Cover for the Rear SAM</b> <b>MY22 C-Class (206 platform)</b>	DATE: September 19, 2022

## **IMPORTANT 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



<b>Recall Campaign Initial Notification</b>			<b>September 19, 2022</b>
<b>Campaign No. :</b>	<b>NHTSA ID</b>	<b>Campaign Desc. :</b>	<b>Retrofit a Cover for the Rear SAM</b>
TBA	22V678	22P2197560	
<p>This is to notify you of the new <b>Recall Campaign</b> to retrofit a cover for the Rear SAM on <b>6,752</b> Model Year (“MY”) 2022 C-Class (206 platform) 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 <b>September 19, 2022</b>.</p>			
<b>Background</b>			
<b>Issue</b>	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that in the event of water ingress into a particular section of the trunk in certain Model Year (“MY”) 2022 C-Class Sedan (206 platform) vehicles, moisture might enter into the rear signal acquisition and actuation module (SAM). In this case, a short circuit might occur in the rear SAM. In this connection, a risk of fire cannot be completely ruled out. Additionally, a short circuit could lead to various malfunctions. Among others, the exterior lighting at the rear of the vehicle might fail, the rear seatbacks might fold unintentionally, and the rearview camera might not be available. Thus, the risk of a crash or injury could be increased. When the issue occurs, depending on the affected function, a respective warning message would be shown in the instrument cluster.</p>		
<b>What We’re Doing</b>	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will retrofit a cover over the rear SAM on the affected vehicles.</p>		
<b>Parts</b>	<p><b>Remedy is not available at this time.</b></p>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2022		
<b>Vehicle Model</b>	C-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	6,752		
<b>Total Vehicles in Dealer Inventory</b>	692		
<p><b>Given this notice, it is <u>a violation of Federal law</u> for a dealer to sell or lease any <u>new MY22 C-Class</u> 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.</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 <u>a violation of Federal Law</u> for car rental companies to rent new MY22 C-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 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>			

