

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 the Dashboard Surface MY22 S-Class (223 platform)	DATE: December 23, 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



Recall Campaign Launch Notification			December 23, 2022
Campaign No. :	NHTSA ID	Campaign Desc. :	Replace the Dashboard Surface
TBA	22V935	22P2197570	
<p>This is to notify you of the new Recall Campaign to replace the dashboard surface on 1 Model Year (“MY”) 2022 S-Class (223 platform) vehicle. 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 23, 2022.</p>			
Background			
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on a certain Model Year (“MY”) 2022 S-Class (223 platform) vehicle, the bonding of the dashboard surface might not meet current production specifications. In this case, the adhesion of the dashboard surface to the carrier would not be ensured, which may affect the inflation of the front passenger airbag in the event of a crash. In this context, segments of the airbag flap could detach from the dashboard into the vehicle interior. In such cases, the risk of injury to the vehicle occupants would increase.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the affected part of the dashboard on the affected vehicle.		
Parts	Remedy is not available at this time.		
Vehicles Affected			
Vehicle Model Year(s)	2022		
Vehicle Model	S-Class		
Vehicle Populations			
Total Recall Population	1		
Total Vehicles in Dealer Inventory	0		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new 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 which 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 vehicles 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 February 14, 2023.		
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>			

