

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Senior Manager, Vehicle Compliance and Analysis, Engineering Services
RE: <b>Recall Campaign Initial Notification</b> <b>Update Exit Warning System Coding Parameters</b> <b>MY23 E-Class, E-Class Coupe/Cabriolet, CLS, and</b> <b>AMG GT 4-Door Coupe (213, 238, 257, and 290</b> <b>platform)</b>	DATE: August 18, 2023

## **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

Senior Manager, Vehicle Compliance & Analysis



Recall Campaign Initial Notification			August 18, 2023
Campaign No. :	NHTSA ID	Campaign Desc. :	<b>Update Exit Warning System Coding Parameters</b>
TBA	23V574	23P5496333	
<p>This is to notify you of the <b>new Recall Campaign</b> to update the exit warning system coding parameters on <b>880</b> Model Year (“MY”) 2023 E-Class, E-Class Coupe/Cabriolet, CLS, and AMG GT 4-Door Coupe (213, 238, 257, and 290 platform) vehicles. The recall campaign will be visible on the <a href="http://www.NHTSA.gov">www.NHTSA.gov</a> website and may generate questions from customers. Affected VINs will be flagged in VMI as “PENDING” on <b>August 18, 2023</b>.</p>			
<b>Background</b>			
<b>Issue</b>	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2023 E-Class, E-Class Coupe/Cabriolet, CLS, and AMG GT 4-Door Coupe (213, 238, 257, and 290 platform) vehicles, the exit warning system coding parameters might not meet specifications. The exit warning system can provide assistance by warning vehicle occupants of other road users approaching from behind when exiting the parked vehicle. However, due to incorrect coding, the vehicle occupants may not be warned by visual and acoustic cues from the exit warning system. As a result, this could increase the risk of a crash or injury when opening the door in certain traffic situations.		
<b>What We’re Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the exit warning system coding parameters on the affected vehicles.		
<b>Parts</b>	<b>Remedy is not available at this time.</b>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2023		
<b>Vehicle Model</b>	E-Class, E-Class Coupe/Cabriolet, CLS, and AMG GT 4-Door Coupe		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	880		
<b>Total Vehicles in Dealer Inventory</b>	15		
<p><b>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 NetStar VMI and Xentry Portal. 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 a violation of Federal Law for car rental companies to rent new 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 on or before October 10, 2023.		
<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.		
<b>Customer Reimbursement</b>	Customer reimbursement is not being offered for this campaign.		
<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>			

