

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: Recall Campaign Initial Notification Replace Fuel Pump Delivery Module MY21-24 C-Class, E-Class, S-Class, SL, GT, GLC, GLE, GLS and G-Class (205/206, 213/238, 223, 232, 290, 253/254, 167 and 463 platforms)	DATE: December 28, 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			December 28, 2023
Campaign No. :	NHTSA ID :	Campaign Desc. :	Replace Fuel Pump Delivery Module
TBA	23V880	23P2197662	
<p>This is to notify you of the new Recall Campaign to replace the fuel pump delivery module on 79,676 Model Year (“MY”) 2021-2024 C-Class, E-Class, S-Class, SL, GT, GLC, GLE, GLS and G-Class (205/206, 213/238, 223, 232, 290, 253/254, 167 and 463 platforms) vehicles. The recall campaign will be visible on the www.NHTSA.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as “PENDING” on December 28, 2023.</p>			
Background			
Issue	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2021-2024 C-Class, E-Class, S-Class, SL, GT, GLC, GLE, GLS and G-Class (205/206, 213/238, 223, 232, 290, 253/254, 167 and 463 platforms) vehicles, the fuel pump impeller might not meet current specifications in regards to material characteristics. As a consequence, the impeller might deform and contact the fuel pump housing and result in mechanical resistance on the impeller. In some instances, this could cause the fuel pump to stop operating. As a result, the vehicle could lose propulsion, which could increase the risk of crash or injury. Before the fuel pump is switched off, the driver may be made aware of a malfunction by a warning message in the instrument cluster and might notice a roughly running engine.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the fuel pump delivery module on the affected vehicles.</p>		
Parts	<p>Remedy is not available at this time.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2021-2024		
Vehicle Model	C-Class, E-Class, G-Class, GLC, GLE, GLS, GT, S-Class, and SL		
Vehicle Populations			
Total Recall Population	79,676		
Total Vehicles in Dealer Inventory	413		
<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 NetStar VMI and Xentry Portal. 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 9, 2024.		
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.		
Customer Reimbursement	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>			



Frequently Asked Questions (FAQ's)

❖ What vehicles are included in the recall?

- Model Year (“MY”) 2021-2024 C-Class, E-Class, S-Class, SL, GT, GLC, GLE, GLS and G-Class (205/206, 213/238, 223, 232, 290, 253/254, 167 and 463 platforms) vehicles.

❖ Will the recall be rolled out in waves?

- Yes, the campaign will be rolled out in waves. Vehicles in hot regions will be prioritized.

❖ How can I determine if a vehicle is included in the recall?

- VINs will be flagged as “PENDING” in Netstar-VMI under damage code 23P2197662.

❖ Will this Recall expire?

- No, recalls do not expire.

❖ Does the vehicle need to be brought to the dealer to have the recall completed?

- Yes. Only an authorized Mercedes-Benz dealer may perform this recall repair.

❖ Which parts should dealers order?

- Refer to NCU part designation based on model. Parts can only be ordered for vehicles in open status in Netstar-VMI.

❖ What about customer vehicles that are still in VMI “pending” status but are down due to the described issue?

- Dealers – Please contact your AOM for further information.
- AOMs - Please submit a request to the recall inbox. Further analysis will be conducted based on wave and parts supply.

❖ Is this a stop drive recall?

- No, customers may continue to drive the vehicle.

