

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 B-Pillar Certification Label MY02-24 G-Class (463)	DATE: July 1, 2024

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			July 1, 2024
Campaign No. :	NHTSA ID	Campaign Desc. :	Replace B-Pillar Certification Label
TBA	24V472	242199658	
<p>This is to notify you of the new Recall Campaign to replace the B-pillar certification label on 83,106 Model Year (“MY”) MY02-24 G-Class vehicles (463 platform). The recall campaign will not be visible on the www.NHTSA.gov website. 594 affected wholesale VINs will be flagged in VMI as “PENDING” on July 1, 2024.</p>			
Background			
Issue	<p>Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2002-2024 G-Class (463 platform) vehicles, the B-pillar certification label might not contain the vehicle’s rim size, tire size, and cold tire inflation pressure information as required by FMVSS 110 and FMVSS 120. In this case, relevant regulatory requirements might not be met. Mercedes-Benz believes this issue has no impact on vehicle safety. Mercedes-Benz intends to submit a petition to NHTSA for exemption from the notification and remedy requirements of 49 U.S.C. chapter 301, pursuant to 49 CFR Part 556, on the basis that this non-compliance is inconsequential as it relates to motor vehicle safety.</p>		
What We’re Doing	<p>New vehicles subject to this recall that are presently in dealer inventory may be remedied as soon as parts are available. The Work Instructions for the repair of these vehicles will be provided via a Service Campaign of the same name. An update will be provided once the Service Campaign is ready to launch.</p>		
Parts	<p>A remedy is not yet available. An additional notification will be sent once NHTSA rules upon the petition for inconsequential non-compliance, or when a remedy is available.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2002-2024		
Vehicle Model	G-Class		
Vehicle Populations			
Total Recall Population	83,106		
Total Vehicles in Dealer Inventory	594		
<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. Vehicles in dealer inventory will be remedied via a Service Campaign of the same name and 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>			
Next Steps/Notes			
Customer Notification Timeline	None - MBAG intends to submit a petition to NHTSA for inconsequential noncompliance.		
AOMS/SOMS	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
Rental Fleet Partners	MBAG intends to submit a petition to NHTSA for inconsequential noncompliance.		
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 affected by this Recall (non-compliance)?
 - MY 2002-2024 G-Class (463 platform) vehicles

- ❖ Are new vehicles in Dealer Inventory affected by a Stop-Sale?
 - Yes, per federal regulation, all new vehicles in dealer inventory with a recall are subject to Stop-Sale.

- ❖ Will there be a remedy campaign or customer letters for the affected retailed and used vehicles?
 - Not currently. MBAG intends to submit a petition to NHTSA for inconsequential noncompliance, as it relates to motor vehicle safety. While we await NHTSA's decision, only new vehicles in dealer inventory are subject to a remedy campaign.

- ❖ How will the Dealer Inventory vehicles be remedied and released from the Stop-Sale requirements?
 - Dealer inventory vehicles affected by this Pending Recall will be remedied by a parallel Service Campaign of the same name. Work instructions will be provided via the Service Campaign. Once vehicles are remedied, they may be sold. Once vehicles are remedied and claimed under the Service Campaign, it will take 1-2 business days for the Pending Recall to be removed in NetStar-VMI. After the Pending Recall has been removed, the remedied vehicle can be DDR'd.

- ❖ Will the parallel Service Campaign for new vehicles in dealer inventory be rolled out in waves?
 - No, one Service Campaign will be rolled out for new G-Class (463 platform) vehicles in dealer inventory affected by the stop-sale.

- ❖ Will the new B-Pillar certification labels be sent to dealers?
 - Yes, all affected vehicles will have the pre-printed certification label sent to dealerships automatically. Dealers should not order replacement labels since they are VIN-specific.

- ❖ What if the VIN-specific certification label is damaged/missing?
 - A: In case of damaged or missing certification label, the dealer will need to create a workbench case to order a replacement.

