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Service

newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Thomas Brunner, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Recall Campaign 2016050008 with Stop-Sale Order – Check and Replace Drive Shaft on Model 190 (AMG GT-Class) MY 2016	DATE: May 31, 2016

IMPORTANT RECALL INFORMATION AND STOP SALE ORDER

Effective immediately, a stop sale is required for 2 MY 2016 AMG GTS (190) vehicles.
 Any of the 2 affected new MY16 vehicles that are in dealer inventory must be held, and not retailed, until further instructions are provided. Loaner and demonstrator vehicles may continue to be driven but must not be retailed!

Given this notice, it is a violation of Federal law for a dealer to sell or lease any of these 2 new MY2016 AMG GTS vehicles covered by this notification in dealer inventory until the vehicle has been repaired.

Your facing AOM will forward a VIN list of potentially affected vehicles that are at your dealership. Affected vehicles will be identified in VMI as a “Pending” Recall on Tuesday May 31, 2016.

What’s the Issue:

Daimler AG has determined that on certain MY16 AMG GT S vehicles (C190) the bond between the carbon-fiber driveshaft and the engine/transmission flange might not meet the specification. The strength of the adhesive between the drive shaft and the flange might be compromised due to insufficient cleaning of the respective bonding surfaces prior to assembly. In such a case, the carbon-fiber driveshaft might separate from the flange and spin. This could result in loss of traction between the engine and transmission and thus lead to loss of motive power, and increase the risk of a potential crash.

What We’re Doing:

MBUSA has initiated a voluntary recall of the 135 potentially affected vehicles described above. The recall will be conducted by an authorized Mercedes-Benz dealer to check the driveshaft and replace it if necessary.

Please note that MB Select funds may be used for this recall to enhance the customer experience with these new vehicles.

Next Steps:

- **Replacement parts are not yet available.**
- **This recall is scheduled to launch on approximately July 1, 2016, when parts become available.**
- **Customer notification letters will be mailed approximately one week after the recall launch.**

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 (1-800-367-6372).

