

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 2015110004 – Drive Shaft Bolts. Model 292 (GLE Coupe AMG 63 S 4MATIC, GLE450 AMG 4MATIC) Model Year 2016	DATE: November 20, 2015

IMPORTANT RECALL INFORMATION

All 52 potentially affected vehicles are internal MBUSA vehicles and are flagged in VMI. No vehicles have been wholesaled or retailed.

What's the Issue:

Daimler AG (DAG) has decided that on certain GLE Coupe vehicles (292 platform), the rear drive shaft bolts might not meet the required internal specification. As a consequence some bolts could become loose resulting in potential noise and vibrations. In the event this noise and vibrations are ignored, the complete bolts could loosen, which could lead to the shaft separating from the transmission or the rear axle differential. This could lead to a loss of vehicle propulsion and cause the vehicle to stall, which may increase the risk of a crash.

What We're Doing:

MBUSA has initiated a voluntary recall of all potentially affected vehicles described above. An authorized Mercedes-Benz dealer will inspect the rear drive shaft bolts on the affected vehicles and properly secure them, if necessary.

Next Steps:

- See attached Recall Bulletin. An MBUSA representative may be bringing a potentially affected vehicle to your dealership for repair. The recall bulletin will be posted on STAR TekInfo.
- No customer letters will be mailed since no vehicles have been retailed.

Please refer all customer inquiries to the Customer Assistance Center at 1-800-FOR-MERCEdes (1-800-367-6372).



Mercedes-Benz

Campaign No. 2015110004, November 2015

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 292 (GLE Coupe), Model Year 2016**
Correct Torque of Drive Shaft Bolts

This Recall Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that on certain GLE Coupe vehicles (292 platform), the rear drive shaft bolts might not meet the required internal specification. As a consequence some bolts could become loose resulting in potential noise and vibrations. In the event this noise and vibrations are ignored, the complete bolts could loosen, which could lead to the shaft separating from the transmission or the rear axle differential. This could lead to a loss of vehicle propulsion and cause the vehicle to stall, which may increase the risk of a crash.

An authorized Mercedes-Benz dealer will inspect the rear drive shaft bolts on the affected vehicles and if found to be loose, the dealer will secure them.

Prior to performing this Recall Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired.
- Please review the entire Recall Campaign bulletin and follow the repair procedure exactly as described.

Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 52 vehicles are involved.

Order No. P-RC-2015110004

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

Procedure

1. Correct torque (50 Nm) of drive shaft bolts in front of (6 pcs., Figure 1) and behind (6 pcs., Figure 2) the transfer case; refer to WIS: AR41.10-P-0070-03GZ.

i Note:

When checking the drive shaft bolts with 50 Nm torque, these bolts must not turn. If the bolt(s) continues turning before reaching 50 Nm, the affected bolt(s) must be replaced. New bolt(s) are to be tightened to 40 Nm + 90°.

**Figure 1****Figure 2**

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
If required	Screw/bolt, M10x45	N 000000 004138	1%

i Note:

- Please be aware that only the part number(s) referenced in the Campaign Bulletin is/are approved for use to repair the vehicle. Repairs performed using any other part(s) will not have been performed in accordance with the campaign. Accordingly, warranty claims submitted with reference to an improper part number(s) will be denied.
- The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information

Operation: Correct torque of drive shaft bolts (02-9386).

Damage Code	Operation Number	Labor Time (hrs.)
41 900 36 7	02-9386	0.6

i Note

Operation Number labor times are subject to change.