



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

November 8, 2017

Mr. R. Thomas Brunner  
Dept Manager VCA  
Mercedes-Benz USA, LLC.  
13470 International Parkway  
Jacksonville, FL 32218

NEF-150JK  
17V-655

**Subject:** Excess Insulation May Impair Air Bag Function

Dear Mr. Brunner:

This letter serves to acknowledge Mercedes-Benz USA, LLC.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

MERCEDES BENZ/GLE550/2017  
MERCEDES BENZ/GLS450/2017  
MERCEDES-BENZ/GLE300D/2016  
MERCEDES-BENZ/GLE350/2016  
MERCEDES-BENZ/GLE400/2016  
MERCEDES-BENZ/GLE63/2016-2017  
MERCEDES-BENZ/GLE63S/2016

**Mfr's Report Date:** October 17, 2017

**NHTSA Campaign Number:** 17V-655

**Components:**

AIR BAGS:PASSENGER SIDE FRONTAL  
VISIBILITY:WINDSHIELD

**Potential Number of Units Affected:** 3,620

**Problem Description:**

Mercedes-Benz USA, LLC (MBUSA) is recalling certain 2016 GLE300d 4Matic, GLE400 4Matic, GLE350 4Matic, GLE63 AMG, GLE63 AMG Coupe, GLE63S AMG and GLE63S AMG Coupe, and 2017 GLS450 4Matic, GLE550 4Matic, and GLE63 AMG 4Matic vehicles. These vehicles may have excess bulkhead insulation extending into the lower windshield area, possibly affecting the windshield bonding and the full protective function of the passenger's frontal air bag in the event of a crash.

**Consequence:**

If the passenger's frontal air bag does not function as designed in the event of a crash, the front seat passenger has an increased risk of injury.

**Remedy:**

MBUSA will notify owners, and dealers will remove any excess bulkhead insulation and rework the windshield bonding, as

necessary, free of charge. Interim owner letters will be mailed in December 2017. Owners will receive a second notice when the remedy is available in late January 2018. Owners may contact MBUSA customer service at 1-877-496-3691.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at [jennifer.kruger@dot.gov](mailto:jennifer.kruger@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,



Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement