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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 2017020016 Launch MY 2017 Model 166 (GLE-Class), 292 (GLE-Coupe), and X166(GLS) Rework the Center Console	DATE: February 24, 2017

IMPORTANT RECALL LAUNCH INFORMATION

Please see the attached document for the recall launch information.





RECALL CAMPAIGN LAUNCH NOTICE

February 24, 2017

Campaign No. :	Rework Center Console
2017020016	
This is to notify you of a new recall campaign with Retail Hold order for certain MY 17 GLE/GLE Coupe-Class (166/292) and GLS (X166) platform vehicles.	
Background	
Issue	This Recall Campaign has been initiated because Daimler AG ('DAG'), the manufacturer of Mercedes-Benz vehicles, has determined that on certain GLE/ GLS/ GLE Coupe vehicles (166/292 platform), the latch securing the center console doors might not meet the requirements of FMVSS 201 (Occupant Protection in Interior Impacts). Items secured in the center console might exit the compartment in the event of a crash, increasing the risk of occupant injury.
What We're Doing	MBUSA is launching a voluntary recall to rework the center console on affected vehicles.
Parts	No parts required. Work Instructions are published in STI.
Vehicles Affected	
Vehicle Model Year(s)	2017
Vehicle Model	GLE, GLE Coupe, and GLS-Class vehicles
Vehicle Populations	
Total Recall Population	5882
Total Vehicles in Dealer Inventory	731
Given this notice, it is <u>a violation of Federal law</u> for a dealer to sell or lease any new MY17 GLE, GLE Coupe, and GLS-Class vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Affected vehicles are flagged in VMI as "OPEN". Once the repair is complete, the vehicle may be sold or leased. See attached VIN file.	
Next Steps/Notes	
Customer Notification Timeline	Customer notification letters will be mailed in mid-March 2017.
AOMS/SOMS	AOMs - If your name is copied on this email, you may have a dealer that has a vehicle affected by this recall in dealer inventory. Please forward this notice to your dealers ASAP to ensure that affected vehicles in dealer inventory are repaired prior to retail.
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. Please contact Allen Ambulo (x2579) or me with any questions.	



Mercedes-Benz

Campaign No. 2017020016, February 2017

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models 166, 292; Model Year 2017**
Remove Center Console Latch Bumper Stop

Daimler AG ('DAG'), the manufacturer of Mercedes-Benz vehicles, has decided that on certain GLE/ GLE Coupe vehicles (166/292 platform), the latch securing the center console doors might not meet current specifications. As a result the items secured in the center console might exit the compartment in the event of a crash increasing the risk of occupant injury. An authorized Mercedes-Benz dealers will remove the bumper stop for the center console armrest latch on affected vehicles.

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 5959 vehicles are involved.

Order No. T-RC-2017020016

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.  Remove storage compartment from center console, refer to WIS: AR68.20-P-2320GQ.

 **Note:**

- Completely unbolt center console from mounting points. Center console does not have to be completely removed.
- For vehicles with rear seat entertainment system: Remove DVD player.
- Do not disconnect interior harness from center console components.

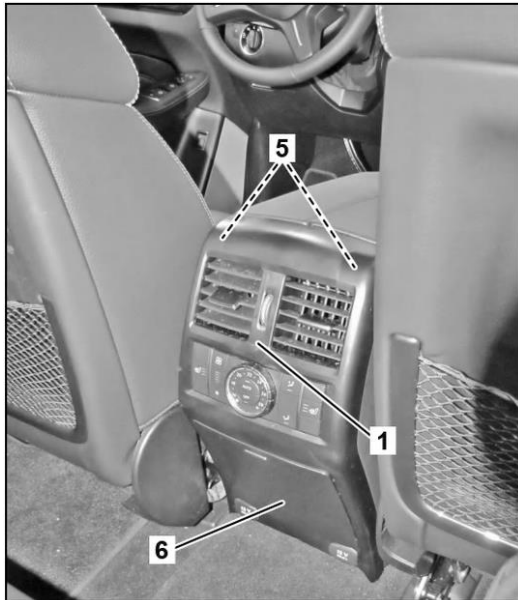



Figure 1

 **Note:** (Supplemental information for referenced WIS instructions).

- There are two clips securing top (5) of rear panel (1) to the center console. To unclip rear panel (1), lift rear panel up then out from center console.
- Be sure to remove all rear panel (1) mounting screws before unclipping rear panel (1).
- Once rear panel (1) is unfastened from center console it can be folded back away from center console with interior harness attached.

2.  Remove bumper stops (A, Figure 2) from **front** of center console storage compartment (B) after removing storage compartment (B) from center console.

 **Note:**


- Remove the bumper stops (A) by pulling them out from the front of the storage compartment (B) using needle nose pliers (Figure 2). The bumper stops (A) are no longer required.
- **Do not** remove the top bumper stops (arrows, Figure 3) located directly below the storage compartment doors.



Figure 2 (front view shown with center console storage compartment [B] removed)



Figure 3 (Do not remove top bumper stops)

3.  Assemble in reverse order.

i Note:

The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information

Operation: Remove bumper stops in center console (02-9823).
Remove DVD player (for vehicles with Rear Seat Entertainment System) (02-9824)

Damage Code	Operation Number	Labor Time (hrs.)
68 900 48 8	02-9823	0.6
	02-9824	0.2

i Note

Operation Number labor times are subject to change.