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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 2017020007 MY 2017 166 (GLE-Class, GLS-Class) Replace Windshield	DATE: February 17, 2017

IMPORTANT NEW RECALL INFORMATION

Please see the attached document for the subject new recall campaign.





NEW RECALL CAMPAIGN NOTIFICATION

February 17, 2017

Campaign No. :	<h2>Replace Windshield</h2>
(TBD)	
This is to notify you of a new recall affecting certain MY16 GLE/GLS (166/X166) vehicles. It will be posted to the NHTSA website (www.safercar.org) on Friday February 17, 2017 and may generate questions from customers.	
Background	
Issue	This Recall Campaign has been initiated because Daimler AG, the manufacturer of Mercedes-Benz vehicles, has decided that on certain GLE and GLS vehicles (166 platform) the bonding of the windshield might not meet the specifications. The windshield bonding may be insufficient and, as a result, the windshield may separate from the vehicle in a crash. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 208, "Occupant Crash Protection" and number 212, "Windshield Mounting." If the windshield detaches in the event of a crash, the passenger frontal air bag may not be supported properly after it deploys, increasing the risk of injury.
What We're Doing	MBUSA will coordinate and conduct a voluntary recall to replace the windshield on affected vehicles once parts become available.
Parts	Parts are not yet available, but should become available in early March 2017.
Vehicles Affected	
Vehicle Model Year(s)	2016
Vehicle Model	GLE/GLS (166/X166 platform)
Vehicle Populations	
Total Recall Population	4
Total Vehicles in Dealer Inventory	0
Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY16 GLE/GL or GLE-Coupe vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Affected vehicles will be flagged in VMI as "Pending". Once the repair is complete, the vehicle may be sold or leased.	
Next Steps/Notes	
Customer Notification Timeline	Customer notification letters will be mailed in March 2017, one week after the recall launch.
AOMS/SOMS	Please forward this notice to your dealers ASAP to ensure they are aware of this recall. Next steps will be provided as soon as more information is provided to us.
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.	