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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: <b>Recall Campaign 2017020007</b> <b>MY 2016-2017 166 (GLE-Class, GLS-Class)</b> <b>Replace Windshield</b>	DATE: March 21, 2017

## IMPORTANT NEW RECALL INFORMATION

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





# RECALL CAMPAIGN NOTIFICATION

March 21, 2017

<b>Campaign No. :</b>	<b>Replace Windshield</b>
2017020007	
This is to notify you of the recall LAUNCH to replace the windshield on <b>4</b> MY16-17 GLE/GL vehicles. Please review the recall information below. The recall will be launched on March 21, 2017, and all affected VINs will be flagged in VMI.	
<b>Background</b>	
<b>Issue</b>	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.
<b>What We're Doing</b>	MBUSA will coordinate and conduct a voluntary recall to replace the windshield on affected vehicles.
<b>Parts</b>	Parts are available and can be ordered as necessary.
<b>Vehicles Affected</b>	
<b>Vehicle Model Year(s)</b>	2016-2017
<b>Vehicle Model</b>	GLE-Class, GLS-Class (166, X166 platform)
<b>Vehicle Populations</b>	
<b>Total Recall Population</b>	4
<b>Total Vehicles in Dealer Inventory</b>	0
<b>Given this notice, it is <u>a violation of Federal law</u> for a dealer to sell or lease any new MY16-17 GLE-Class or GLS-Class 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.</b>	
<b>Next Steps/Notes</b>	
<b>Customer Notification Timeline</b>	Customer notification letters will be mailed March 28, 2017 approximately one week after recall launch.
<b>AOMS/SOMS</b>	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.	



Campaign No. 2017020007, March 2017

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 166, Model Year 2016-2017**  
**Replace Windshield**

Daimler AG ('DAG'), the manufacturer of Mercedes-Benz vehicles, has determined that on certain GLE and GLS vehicles (166 platform) the bonding of the windshield might not meet current production specification. In the event of a crash, the windshield might separate from the vehicle body, subsequently reducing the restraining effect of the front passenger airbag, and increasing the risk of injury for the vehicle's front seat passenger. An authorized Mercedes-Benz dealer will exchange the windshield on the 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 4 vehicles are involved.

Order No. T-RC-2017020007

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.

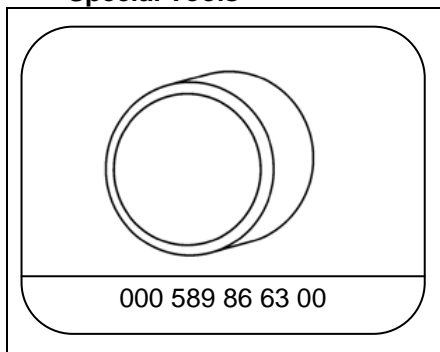
## Procedure

1.  Replace windshield; refer to WIS: AR67.10-P-1000RT.

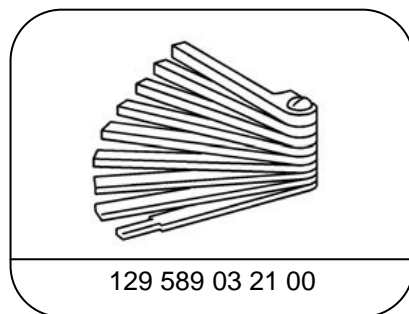
 **Note** (regarding WIS documents referenced in this Procedure):

- Adhesive parts kit (with heptane cleaner), part no.: A 451 989 01 71 is not required.
- Replacement of parts not listed in the parts table of this Procedure are not claimable under this campaign. If replacement of additional part(s) is necessary, check coverage prior to submitting under warranty.

### Special Tools



Adapter



Feeler gauge

### Equipment



Windshield Removal Kit

 Use locally sourced cartridge gun to apply adhesive.

### Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Windshield	*	100%
1	Windshield repair kit	A 221 670 81 01	
1	Primer stick	A 000 986 27 50	

\* Windshield is to be determined according to equipment code via EPC

**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**


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**Operation:** Replace windshield (02-9836) or submit as SUBLET utilizing sublet code of SUB with required amount

Damage Code	Operation Number	Labor Time (hrs.)
67 900 43 7	02-9836	3.8

**Includes:** Additional operations for AIRMATIC/Night view/Multifunction camera.

**i Note**

- If sublet billed for repair, repair cannot be billed for op-code and vice versa.
- Operation Number labor times are subject to change.