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Service

newschannel update

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| 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 2017020013 MY 2016 Model 166 292 (GLE, GLS, GLE-Coupe) Check and Replace Upper Control Arm | 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

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| Campaign No. : | Replace Upper Control Arm |
| (TBD) | |
| This is to notify you of a new recall affecting certain MY16 GLE/GL and GLE-Coupe (166/292) 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 ('DAG'), the manufacturer of Mercedes-Benz vehicles, has determined that on certain GLE/GL (166 platform) and GLE Coupe (292 platform) vehicles, an employee error might have resulted in an improper bolt torque at the connection between the upper control arm and the axle stub, which may cause improper wheel tracking and increase the risk of a crash. |
| What We're Doing | MBUSA will coordinate and conduct a voluntary recall to replace the upper control arm 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/GL (166 platform) and GLE Coupe (292 platform) |
| Vehicle Populations | |
| Total Recall Population | 39 |
| 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. | |