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Service

# newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: <b>Recall Campaign Launch Notification</b> <b>Rework Bulkhead Insulation</b> <b>MY16-17 166 292 (GLE-Class, GLE-Coupe Class)</b>	DATE: February 16, 2018

## **IMPORTANT RECALL CAMPAIGN INFORMATION UPDATE**





# RECALL CAMPAIGN LAUNCH NOTIFICATION

February 16, 2018

<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Rework Bulkhead Insulation</b>
<b>2018020002</b>	<b>1710P67C66</b>	
<p>This is to notify you of a new <b>Recall Campaign</b> involving the bulkhead insulation on <b>3447</b> MY 2016-2017, Model 166, 292 (GLE-Class, GLE-Coupe, and GLS-Class) vehicles. Please review the recall information below. The recall campaign will be visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. Affected VINs will be flagged in VMI as "OPEN" on February 16, 2018.</p>		
<b>Background</b>		
<b>Issue</b>	Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain GLE, GLS (166 platform) and GLE Coupe vehicles (292 platform) the bulkhead insulation might have been manufactured where excess material extends into the lower area of the windshield. In such a case, the excess insulation might cover the VIN label, and the overlap could affect the windshield bonding. If the windshield bonding is affected on the passenger side, the windshield might not be able to support the deployed airbag in the event of a crash, increasing the risk of injury for the front passenger.	
<b>What We're Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the bulkhead insulation and rework, as necessary, on the 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, GLE Coupe, GLS-Class	
<b>Vehicle Populations</b>		
<b>Total Recall Population</b>	3447	
<b>Total Vehicles in Dealer Inventory</b>	7	
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY16 or 17 GLE-Class, GLE-Coupe, and GLS-Class vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Once remedy parts are available, the vehicles will be flagged as "OPEN" and Work Instructions will be available in Star TekInfo. Once the repair is complete, the vehicle may be sold or leased.</b></p> <p style="text-align: center;"><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</b></p> <p><b>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY16 GLE-Class, GLE-Coupe, and GLS-Class vehicles covered by this notification until the vehicle has been repaired.</b></p>		
<b>Next Steps/Notes</b>		
<b>Customer Notification Timeline</b>	Customer notification letters are scheduled to be mailed late February 2018.	
<b>AOMS/SOMS</b>	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.	
<b>Rental Fleet Partners</b>	This recall may affect vehicles in your fleet. Please contact your respective MBUSA fleet representative for further information and next steps. For repairs, please contact your preferred MBUSA dealer.	
<p>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.</p>		



Mercedes-Benz

Campaign No. 2018020002, February 2018

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models 166 and 292 Model Years 2016 and 2017**  
**Check Windshield Bonding, Rework if Necessary**

Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain GLE, GLS (166 platform) and GLE Coupe vehicles (292 platform) the bulkhead insulation may have been manufactured outside specifications where the excess material extends into the lower area of the windshield. Excess foam could affect the windshield bonding, increasing the risk to occupants in the event of a crash. Further, if the windshield bonding is affected on the passenger side, in the event of a frontal collision with a passenger airbag deployment, the windshield might not be able to support the deployed airbag as designed. As a result, restraining capabilities of the passenger airbag could be impaired, potentially increasing the risk of injury for the front passenger. An authorized Mercedes-Benz dealer will check the bulkhead insulation for excess insulation material on the affected vehicles and remove it, if necessary.

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 3447 vehicles are involved.

Order No. P-RC-2018020002

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.

**Check/test**

1. 1. Remove upper part of instrument panel (AR68.10-P-1020GQ).
2. Fold back damping (A, figure 1) across the entire width of the windshield and check the adhesive bead for the windshield.

**i** There must be no part of the damping (A) that is bonded into the adhesive bead (B) for the windshield. Figures 2 and 3 show a **not** OK condition.



**Figure 1**

- a. Damping (A) bonded into the adhesive bead (B) for the windshield: Carry out work procedure.
- b. Damping (A) not bonded into the adhesive bead (B) for the windshield: End measure.

**i** The **findings** from the check/test procedure must be recorded **on the work order**.

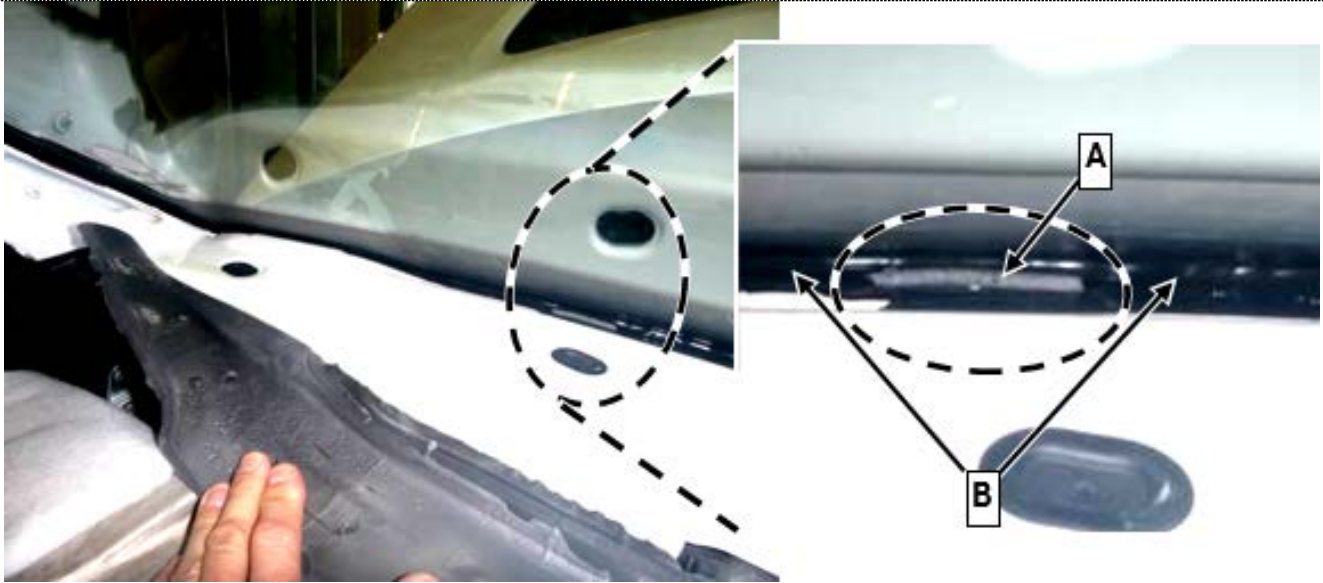


Figure 2 (Not OK)

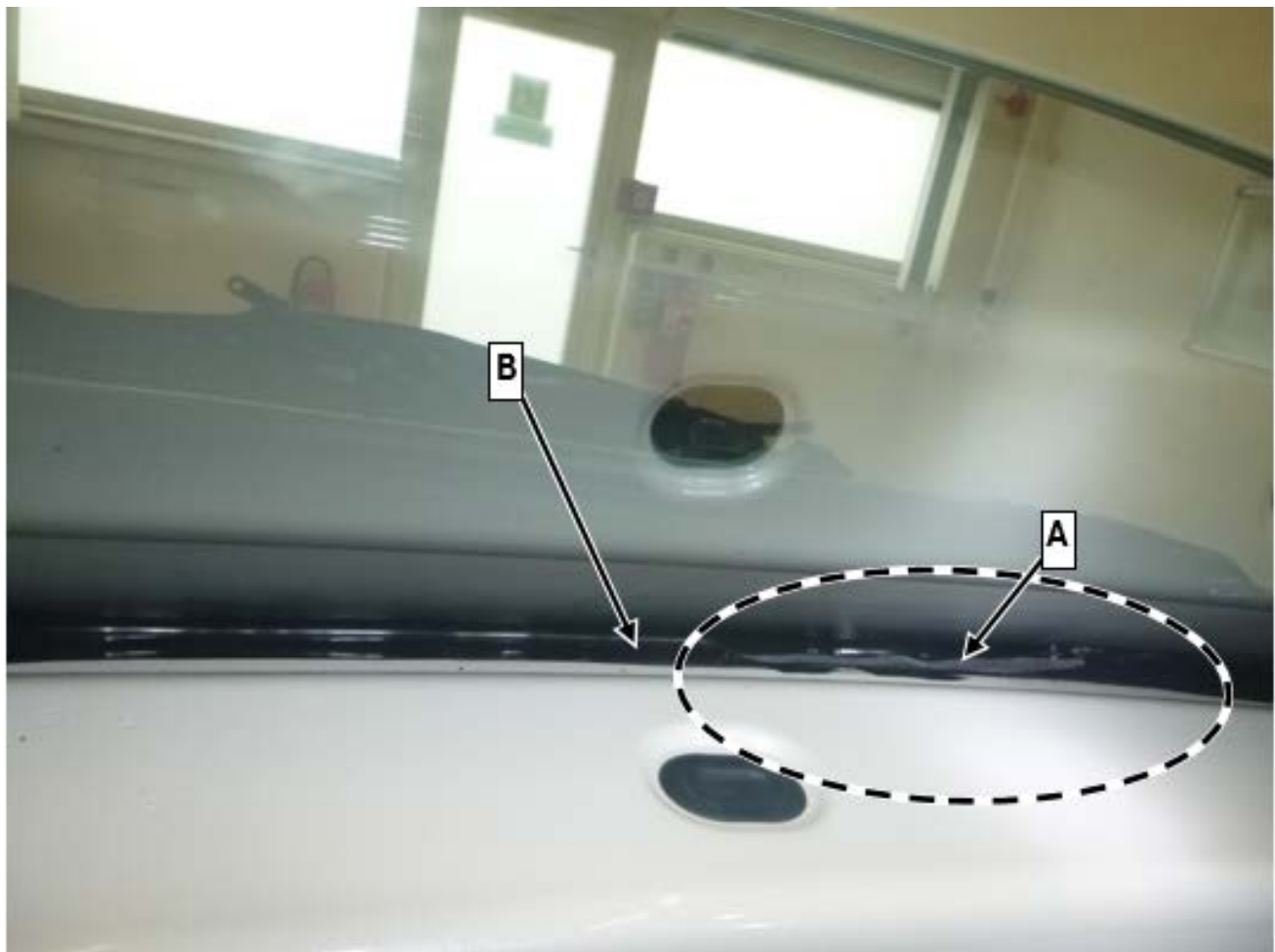


Figure 3 (Not OK)

## Work Procedure

**i** If the damping (A) is bonded into the adhesive bead (B, figure 2) for the windshield, obtain a **repair approval via PTSS case** and include conclusive photographs.

1. Create PTSS case.

**i** Only following **repair approval via PTSS case**.

2. Replace windshield.

**Model 166      AR67.10-P-1000RT**

**Model 292      AR67.10-P-1700GQC**

3. Assemble in the reverse order.

### Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
As required	After PTSS case decision	Determine windshield and repair kit corresponding to the equipment code via EPC	10%

## Warranty Information

**With Check**

**Operation:** Check windshield bonding Includes: Remove upper part of instrument panel **(02-2063)**

Damage Code	Operation Number	Labor Time (hrs.)
67 900 45 8	02-2063 <b>(166)</b>	2.5
	02-2063 <b>(292)</b>	2.6

**Note**

Operation Number labor times are subject to change.

**With Check and Work Procedure****Operation:**

Check windshield bonding Includes: Remove upper part of instrument panel (02-2063)

Create PTSS case (after check)(02-2067)

Replace windshield (after check)(02-2064)

Extra work for: Replace windshield on vehicle with Night View Assist/multifunction camera(02-2065)

Extra work for: Replace windshield on vehicle with multifunction camera, Night View Assist, and AIRMATIC(02-2066)

**292**

Damage Code	Operation Number	Labor Time (hrs.)
67 900 45 7	02-2063 <b>(292)</b>	2.6
	02-2067	0.2
	02-2064 <b>(292)</b>	3.0
	02-2065 <b>(292)</b>	0.4
	02-2066 <b>(292)</b>	0.4

**166**

Damage Code	Operation Number	Labor Time (hrs.)
67 900 45 7	02-2063 <b>(166)</b>	2.5
	02-2067	0.2
	02-2064 <b>(166)</b>	3.1
	02-2065 <b>(166)</b>	0.3
	02-2066 <b>(166)</b>	0.6

**Note**

Operation Number labor times are subject to change.