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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: **Recall Campaign Initial Notification**
Rework Bulkhead Insulation
MY16-17 166 292 (GLE-Class, GLE-Coupe Class)

DATE: November 29, 2017

IMPORTANT NEW RECALL CAMPAIGN INFORMATION





INITIAL RECALL CAMPAIGN NOTIFICATION

November 29, 2017

Campaign No. :	Campaign Desc. :	Rework Bulkhead Insulation
TBD	PEND BULKHD INS	
<p>This is to notify you of a new Recall Campaign involving the bulkhead insulation on 3560 MY 2016-2017, Model 166, 292 (GLE-Class, GLE-Coupe Class) vehicles. Please review the recall information below. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as "PENDING" on November 29, 2017.</p>		
Background		
Issue	<p>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.</p>	
What We're Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the bulkhead insulation and rework, as necessary, on the affected vehicles. The remedy parts are currently unavailable.</p>	
Parts	<p>Parts are currently unavailable. Additional communications will be provided once parts are available.</p>	
Vehicles Affected		
Vehicle Model Year(s)	2016-2017	
Vehicle Model	GLE-Class, GLE-Coupe Class	
Vehicle Populations		
Total Recall Population	3560	
Total Vehicles in Dealer Inventory	64	
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY16 GLE-Class, GLE-Coupe 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.</p> <p style="text-align: center;">Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p> <p style="text-align: center;">Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY16 GLE-Class, GLE-Coupe Class vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	<p>Customer interim letters are scheduled to be mailed in late November 2017, early December 2017.</p>	
AOMS/SOMS	<p>AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.</p>	
Rental Fleet Partners	<p>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>	
<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>		