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# 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 Initial Notification</b> <b>Left Rear Door Locks</b> <b>MY17166 222 292 (GLE-Class, GLS-Class, S-Class, GLE-Coupe Class)</b>	DATE: January 5, 2017

## IMPORTANT NEW RECALL CAMPAIGN INFORMATION UPDATE





# INITIAL RECALL CAMPAIGN NOTIFICATION

January 5, 2018

<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Door Locks</b>
<b>TBD</b>	<b>PEND DOOR LCK</b>	
<p>This is to notify you of a new <b>Recall Campaign</b> to check the left rear door lock and replace, if necessary, on <b>8700</b> MY 2017-2018, Model 166/X166, 222, 292 (GLE-Class, GLS-Class, S-Class, GLE-Coupe 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 "PENDING" on January 5, 2018.</p>		
<b>Background</b>		
<b>Issue</b>	Daimler AG ('DAG') has determined that on certain MY17-18 S-Class, GLE-Class, GLS-Class, GLE-Coupe Class vehicles (222, 166, 292 platform), the left rear door lock may indicate a locked position when the door is not locked. If the interior or external door handle of the left rear door of the vehicle is operated while the door lock is in the locked position, the door could open..	
<b>What We're Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the left rear door lock on the affected vehicles and exchange it, if necessary.	
<b>Parts</b>	<b>Parts are currently unavailable. A supplementary notification will be distributed once parts are available.</b>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2017-2018	
<b>Vehicle Model</b>	GLE-Class, GLS-Class, S-Class, GLE-Coupe Class	
<b>Vehicle Populations</b>		
<b>Total Recall Population</b>	8700	
<b>Total Vehicles in Dealer Inventory</b>	272	
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY17-18 GLE-Class, GLS-Class, S-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.</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 MY17-18 GLE-Class, GLS-Class, S-Class, GLE-Coupe 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 early February 2018.	
<b>AOMS/SOMS</b>	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP. Parts are expected to be available in late January 2018.	
<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>		