



MERCEDES-BENZ USA, LLC
One Mercedes-Benz Dr.
Atlanta, GA 30328
Phone: (770) 705-0600
Fax: (770) 705-0117
MBUSA.com

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 2018010009 Launch Notification Left Rear Door Locks MY17-18 166 222 292 (GLE-Class, GLS-Class, S-Class, GLE-Coupe Class)	DATE: March 2, 2018

IMPORTANT RECALL CAMPAIGN LAUNCH INFORMATION





RECALL CAMPAIGN LAUNCH NOTIFICATION

March 2, 2018

Campaign No. :	Campaign Desc. :	Replace Left Rear Door Locks
2018010009	1712P72D15	
<p>This is to notify you of a Recall Campaign Launch concerning the left rear door lock on 8696 MY 2017-2018, Model 166/X166, 222, 292 (GLE-Class, GLS-Class, S-Class, GLE-Coupe Class) vehicles. 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 "OPEN" on March 2, 2018.</p>		
Background		
Issue	Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY17-18 S-Class, GLE-Class, GLS-Class, and 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.	
What We're Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the left rear door lock on the affected vehicles and replace it, if necessary.	
Parts	Parts are available and can be ordered as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2017-2018	
Vehicle Model	GLE-Class, GLS-Class, S-Class, GLE-Coupe Class	
Vehicle Populations		
Total Recall Population	8696	
Total Vehicles in Dealer Inventory	228	
<p>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.</p> <p style="text-align: center;">Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p> <p>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.</p>		
Next Steps/Notes		
Customer Notification Timeline	Customer notification letters will be mailed on March 9, 2018.	
AOMS/SOMS	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.	
Rental Fleet Partners	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. 2018010009, March 2018

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models 222, 166, and 292 Model Years 2017 and 2018**
Check Left Door Locks, Replace if Necessary

Daimler AG ('DAG'), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY17-18 S-Class, GLE-Class, and 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 may still open. As such, the vehicle may not meet Federal Motor Vehicle Safety Standard 206. An authorized Mercedes-Benz dealer will check the left rear door lock on the affected vehicles and replace them, 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 8700 vehicles are involved.

Order No. P-RC-2018010009

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. Open left rear door, pull on the inside door handle of the rear door. At the same time, lock and unlock the vehicle five times using the remote control.



Figure 1

2. Close the left rear door and lock the vehicle completely using the remote control.
3. On the locked vehicle, pull on the left rear door's outside door handle.
 - a. If the door on a locked vehicle can be opened: Carry out **work procedure**.
 - b. If the door on a locked vehicle **cannot** be opened: **End measure**.

i The **findings** from the check/test procedure must be recorded **in writing in the workshop order** and then stored **in a tamper-proof manner!**

Procedure

1. **Replace door lock.**

i For basic data for model **222**, see **AR72.12-P-2510LFS** and **AR72.10-P-4011LFS**

i For basic data for model **166** and **292**, see **AR72.12-P-2510GQ** and **AR72.10-P-4011GQ**

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
As required	Door lock	*	1%

* Determine part number for door lock in EPC using the vehicle identification number.

Warranty Information**With Check**

Operation: Check left door lock (02-2209)

Damage Code	Operation Number	Labor Time (hrs.)
72 910 49 8	02-2209	0.1

With Check and Repair

Operation: Check left door lock (02-2209)
Replace Rear left door lock, model: 222, 292, and 166 (02-2211)

Damage Code	Operation Number	Labor Time (hrs.)
72 910 49 7	02-2209	0.1
	02-2211(292, 166)	1.2
	02-2211(222)	1.1

**Note**

Operation Number labor times are subject to change.