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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 20180 100 10<br/>Launch Notification<br/>Replace B-Pillar Tire Label<br/>MY16 MY17 166 (GLE550e)</b> | DATE: February 9, 2018   |

## IMPORTANT RECALL CAMPAIGN LAUNCH INFORMATION





# RECALL CAMPAIGN LAUNCH NOTIFICATION

February 9, 2018

|  |   |                                    |
|--|---|------------------------------------|
| <b>Campaign No. :</b>  | <b>Campaign Desc. :</b>   | <b>Replace B-Pillar Tire Label</b> |
| <b>2018010010</b>  | <b>1712P58D20</b>   |                                    |
| <p>This is to notify you of an upcoming <b>Recall Campaign</b> to replace the B-Pillar Tire Label on <b>64</b> MY 2016 and MY 2017 Model 166 (GLE550e) 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 9, 2018.</p>  |   |                                    |
| <b>Background</b>  |   |                                    |
| <b>Issue</b>   | Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that certain GLE550e vehicles (166 platform) may have been fitted with a tire pressure label on the B-pillar that lists incorrect seating capacity figures and tire dimensions for the front and rear axles. |                                    |
| <b>What We're Doing</b>  | MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the label for the affected vehicles.   |                                    |
| <b>Parts</b>   | <b>Parts are available to be ordered. They are theft relevant and must be ordered by VIN.</b>   |                                    |
| <b>Vehicles Affected</b>   |   |                                    |
| <b>Vehicle Model Year(s)</b>   | 2016, 2017  |                                    |
| <b>Vehicle Model</b>   | GLE-Class   |                                    |
| <b>Vehicle Populations</b>   |   |                                    |
| <b>Total Recall Population</b>   | 64  |                                    |
| <b>Total Vehicles in Dealer Inventory</b>  | 3   |                                    |
| <p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY16 or MY17 GLE-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 or MY17 GLE-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 will be mailed on February 16, 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. 2018010010, February 2018

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 166 Model Years 2016-2017**  
**Replace B-Pillar Tire Pressure Label**

Daimler AG ('DAG'), the manufacturer of Mercedes-Benz vehicles, has determined that certain GLE-Class vehicles (166 platform) were fitted with an incorrect tire pressure label at the B-pillar that lists incorrect seating capacity figures and tire dimensions on front and rear axles, and therefore fail to comply with FMVSS 110 (Tires Selection and Rims). As a precautionary measure an authorized Mercedes-Benz dealer will check the tire pressure label at the B-pillar on the affected vehicles and replace 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 place an order for the tire pressure label according to the VIN.

Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 64 vehicles are involved.

Order No. P-RC-2018010010

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.

## Procedure

1. Remove existing information label from B-pillar.
2. Remove any adhesive residues and clean bonding surface.
3. Apply new information label in the same position.

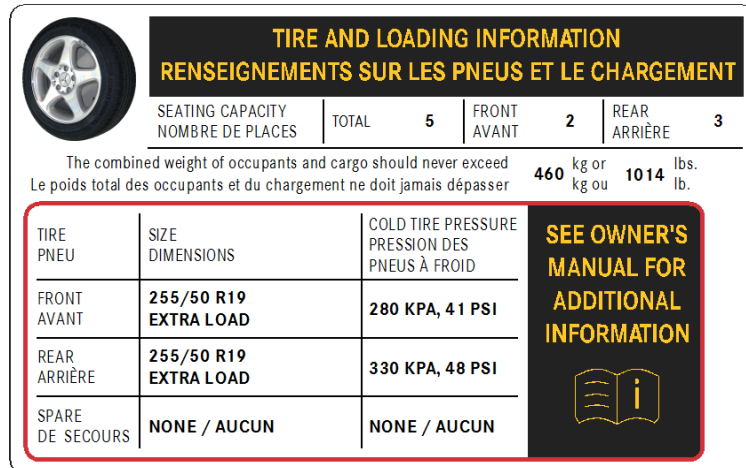


Figure 1 (Sample information label)

## Primary Parts Information

| Qty. | Part Name                               | Part Number    | Estimated Replacement Rate |
|------|---|----------------|----------------------------|
| 1*   | Tire pressure information label for USA | A166 584 26 07 | 100%                       |
| 1*   | Tire pressure information label for USA | A166 584 27 07 | 100%                       |

\*One part number per clam determine part number for information label using EPC! This is a theft-relevant part and must be ordered according to VIN.

## Warranty Information

**Operation:** Replace information label for tire pressure at B-pillar(02-2196)

| Damage Code | Operation Number | Labor Time (hrs.) |
|-------------|------------------|-------------------|
| 58 916 47 7 | 02-2196          | 0.1               |

### Note

Operation Number labor times are subject to change.