



Mercedes-Benz

IMPORTANT SAFETY RECALL

This INTERIM notice applies to your vehicle,
Check Bulkhead Insulation
NHTSA Recall #17V655

Mercedes-Benz USA, LLC

Christian Treiber
Vice President
Customer Services

December, 2017



Dear Mercedes-Benz Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year ("MY") 2016 GLE-Class, GLE Coupe and MY 2017 GLS-Class vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the Concern?

On certain MY 2016 GLE-Class, GLE-Coupe and MY 2017 GLS-Class vehicles, the bulkhead insulation might have been manufactured where the 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, 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 consequence, the full protection of the passenger airbag may 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. In the event of compromised windshield bonding, the bonding will be reworked.

The parts to remedy this are currently not available.

We are working to obtain the necessary parts to correct this condition as quickly as possible. As parts become available, we will send you another letter asking you to take your vehicle to an authorized Mercedes-Benz dealer to have the recall completed free of charge.

Should you have any concerns or questions regarding your vehicle before you receive the next recall letter, please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to remedy your situation once parts are available, we are always happy to hear from you. Please contact us at 1-(800) FOR-MERCEDES (1-800-367-6372). A new vehicle identification number (VIN)-based recall lookup tool, on our MBUSA.com website, now offers a search function that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed. Please visit www.MBUSA.com/recall.

If you are no longer the vehicle owner, or have a change of address, please complete the reverse side of this letter and return the complete letter in the enclosed envelope. If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 days to comply with federal regulations.

If a Mercedes-Benz dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <http://www.safercar.gov>.

We regret any inconvenience this situation may cause you.

Sincerely,

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