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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 2018080013 Launch Notification MY18 166 292 (GLE-Class, GLS-Class, GLE-Coupe) Bleed Rear Brake System	DATE: August 28, 2018

IMPORTANT NEW RECALL CAMPAIGN LAUNCH INFORMATION





RECALL CAMPAIGN LAUNCH NOTIFICATION

August 28, 2018

Campaign No. :		Campaign Desc. :	Bleed Rear Brake System
2018080013		1808P42C43	
This is to notify you of the Recall Campaign LAUNCH concerning the rear brake system of 9,045 MY 2018 166 and 292 (GLE-Class, GLS-Class, GLE-Coupe) platform vehicles. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. Affected VINs will be flagged as "OPEN" in VMI on August 28, 2018.			
Background			
Issue	Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain GLE-Class, GLS-Class, and GLE-Coupe vehicles (166 and 292 platform), the rear brake caliper piston coating was not applied according to manufacturer specifications which may cause gas to temporarily be trapped then released into the rear brake hydraulic circuit. This may lead to reduced braking performance, reduced ESP performance, and/or elongated brake pedal travel. This might increase the risk of a crash.		
What We're Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will bleed the rear brake system of the affected vehicles.		
Parts	Parts are available and have been pushed to dealers.		
Vehicles Affected			
Vehicle Model Year(s)	2018		
Vehicle Model	GLE-Class, GLS-Class, GLE-Coupe		
Vehicle Populations			
Total Recall Population	9045		
Total Vehicles in Dealer Inventory	1284		
Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY18 GLE-Class, GLS, or GLE-Coupe vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Once the remedy is 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.			
Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.			
Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY18 GLE-Class, GLS, or GLE-Coupe vehicles covered by this notification until the vehicle has been repaired.			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed on September 7, 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.		
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.			