

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>Rework Air Conditioning (AC) Drain Hose</b> <b>MY20 GLE-Class (167 Platform)</b>	DATE: August 16, 2019

## **IMPORTANT RECALL CAMPAIGN INFORMATION**

Please see the attached documents related to the campaign listed above.

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES.

Sincerely,

Gregory Gunther

Department Manager, Vehicle Compliance & Analysis



<b>Campaign No. :</b>	<b>NHTSA ID</b>	<b>Campaign Desc. :</b>	<b>Rework AC Drain Hose</b>
TBA	19V587	PEND AC DRN HOSE	
<p>This is to notify you of a new <b>Recall Campaign</b> regarding the installation of the air conditioning drain hoses on <b>17,755</b> Model Year (“MY”) 2020 GLE-Class (167 platform) vehicles. 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 August 16, 2019.</p>			
<b>Background</b>			
<b>Issue</b>	<p>Daimler AG (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2020 GLE-Class vehicles, (167 platform) the air conditioning drain hoses might be incorrectly installed in the vehicle. In this case, condensation water from the air conditioning system might enter the passenger compartment. If a significant volume of condensation water enters the driver and passenger side foot wells, it could cause corrosion and/or short circuits to the electrical components installed in this area, which could lead to a short circuit, thereby increasing the risk of fire. In addition, the performance of other features of the vehicle could be affected. For example, the automatic emergency call (eCall) might not be available; the vehicle might not be able to be unlocked and/or started; and the engine limp-home mode might be activated during driving. The impact on these features could increase the potential risk of injury or a crash.</p>		
<b>What We’re Doing</b>	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the air conditioning drain hoses and rework, if necessary.</p>		
<b>Parts</b>	<p><b>A remedy is not yet available. An additional notification will be sent once a remedy is available.</b></p>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2020		
<b>Vehicle Model</b>	GLE-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	17,755		
<b>Total Vehicles in Dealer Inventory</b>	1,963		
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY20 GLE-Class 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.</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 MY20 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 letters will be mailed approximately one week after the remedy becomes available.		
<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>			

