

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 Launch Notification**  
**Missing Information on Third Row Head Restraints**  
**MY20 167 (GLE-Class)**

Date: November 08, 2019

## **IMPORTANT RECALL CAMPAIGN UPDATE**

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>Missing Information on Third Row Head Restraints</b>
2019090005	19V648	19P5891103	
<p>This is to notify you of a <b>Recall Campaign Launch</b> regarding missing information on third row head restraints on <b>1478</b> Model Year MY20 167 (GLE-Class) 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 "OPEN" on November 08, 2019.</p>			
<b>Background</b>			
<b>Issue</b>	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that the owner's manuals for certain MY 2020 GLE-Class vehicles (167 platform) do not include information specific to the adjustment of the head restraints of the third row seats, as required by local regulatory requirements (FMVSS 202a, S4.7.2(d)). The owner's manual is intended to provide information to the occupant about the appropriate adjustment and operation of head restraints. The owner's manuals for the subject population do not include a description specific to the third row seats. Occupants may not understand how to properly adjust the third row head restraints without the required description, increasing the risk of injury.</p>		
<b>What We're Doing</b>	<p>MBUSA will conduct a voluntary recall. As a precautionary measure, an authorized Mercedes-Benz dealer will provide a supplementary owner's manual booklet with the necessary information.</p>		
<b>Parts</b>	<p><b>Supplementary owner's manual booklets are available and can be ordered as necessary.</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>	1478		
<b>Total Vehicles in Dealer Inventory</b>	111		
<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. Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired. As a matter of normal service process, please check for other repair measures which might be applicable to the vehicle(s) 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>			





Mercedes-Benz

Campaign No. 2019090005, November 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE-Class vehicles (167 platform)**  
**Model Year 2020**  
**Add supplementary booklet to vehicle document wallet**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that the owner's manuals for certain Model Year ("MY") 2020 GLE-Class vehicles (167 platform) do not include information specific to the adjustment of the head restraints of the third row seats, as required by local regulatory requirements (FMVSS 202a, S4.7.2(d)). The owner's manual is intended to provide information to the occupant about the appropriate adjustment and operation of head restraints. The owner's manuals for the subject population do not include a description specific to the third row seats. Occupants may not understand how to properly adjust the third row head restraints without the required description, increasing the risk of injury. An authorized Mercedes-Benz dealer will provide a supplementary owner's manual booklet with the necessary information.

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. Always Check VMI for any open campaigns, and perform accordingly.
- 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 1478 vehicles are involved.

Order No. P-RC-2019090005

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.

**i** The codes correspond to:

- 847 – 3RD ROW OF SEATS.
- 12B – OPERATOR'S MANUAL AND SERVICE BOOKLET – ENGLISH USA/CAN.

### Procedure

1. Add supplementary booklet to vehicle document wallet.
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### Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
As required (1)*	SUPPL. BOOK. US ENGL USA CAN A-2020	A 167 584 64 06	100%

\* The supplementary booklets must be procured through the usual replacement part ordering channels.

### Warranty Information

**Operation:** Check operator's manual, enclose if necessary (02-9471)

Damage Code	Operation Number	Labor Time (hrs.)
58 911 03 7	02-9471	0.1

**i** **Note**

Operation labor times are subject to change.