

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 Initial Notification Retrofit Missing Information in Owner's Manual MY20 GLE-Class (167 Platform)	DATE: September 17, 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



Campaign No. :	NHTSA ID	Campaign Desc. :	Retrofit Missing Information in Owner's Manual
TBA	19V648	PEND 167 MSG HR INF	

This is to notify you of a new **Recall Campaign** regarding the owner's manual for **1,478** Model Year ("MY") 2020 GLE-Class (167 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 in VMI as "PENDING" on September 17, 2019.

Background

Issue	Daimler AG ("DAG"), 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.
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What We're Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will provide a supplementary owner's manual booklet with the necessary information.
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Parts	A remedy is not yet available. An additional notification will be sent once a remedy is available.
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Vehicles Affected

Vehicle Model Year(s)	2020
Vehicle Model	GLE-Class

Vehicle Populations

Total Recall Population	1,478
Total Vehicles in Dealer Inventory	162

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.

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.

Next Steps/Notes

Customer Notification Timeline	Customer letters will be mailed approximately one week after the remedy becomes available.
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.

