

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 Fastening of Rear Door Trim Bar MY20 GLE-Class (167 platform) and GLS-Class (X167 platform)	DATE: October 25, 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



Recall Campaign Launch Notification			October 25, 2019
Campaign No. :	NHTSA ID	Campaign Desc. :	Fastening of Rear Door Trim Bar
2019100011	19V709	19P6792001	
<p>This is to notify you of a Recall Campaign Launch regarding the rear door trim bar on 13,797 Model Year (“MY”) 2020 GLE-Class and GLS-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 “OPEN” on October 25, 2019.</p>			
Background			
Issue	<p>Daimler AG (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2020 GLE-Class (167 platform) and GLS-Class (X167 platform) vehicles, the fastening of the rear door window trim bars might not meet current production specifications. Under certain driving conditions, the trim bar might separate from the vehicle while driving. This might pose a risk of injury to other road users and increase the risk of a crash.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the fastening of the rear door window trim bars and rework them, if necessary.</p>		
Parts	<p>Parts are available and can be ordered as necessary. Dealers will be allocated an initial parts supply to help expedite repairs.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2020		
Vehicle Model	GLE-Class, GLS-Class		
Vehicle Populations			
Total Recall Population	13,797		
Total Vehicles in Dealer Inventory	1,194		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY20 GLE-Class and GLS-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.</p> <p>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)</p> <p>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY20 GLE-Class and GLS-Class vehicles covered by this notification until the vehicle has been repaired.</p>			
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.		
<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. 2019100011, October 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE-Class (167 platform) and GLS-Class (X167 platform)
Model Year 2020****Check window divider on right and left rear doors, Rework if necessary.**

Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020 GLE-Class (167 platform) and GLS-Class (X167 platform) vehicles, the fastening of the rear door window trim bars might not meet current production specifications. Under certain driving conditions, the trim bar might separate from the vehicle while driving. This might pose a risk of injury to other road users and increase the risk of a crash. An authorized Mercedes-Benz dealer will check the fastening of the rear door window trim bars and rework them, if necessary.

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 13,797 vehicles are involved.

Order No. P-RC-2019100011

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.

Test Procedure

1. Lower side window on right and left rear door.
2. Check window divider (**A, figure 1**) on right and left for tight seating.

i To do so, grasp the window divider in the upper area by hand (**figure 1**) and support with the thumb on the fixed window (**figure 2**). After this, carefully pull the window divider to the outside with minor force.

i The window divider should not detach due to the minor force. Ensure that there is at least a 1mm clearance between the chrome trim strip (**B, Figure 2**) and window divider (**A, Figure 2**), and that the window divider does not jam under the chrome trim strip of the window frame (**B**). If the window divider jams under the chrome strip, the test results in a false positive.

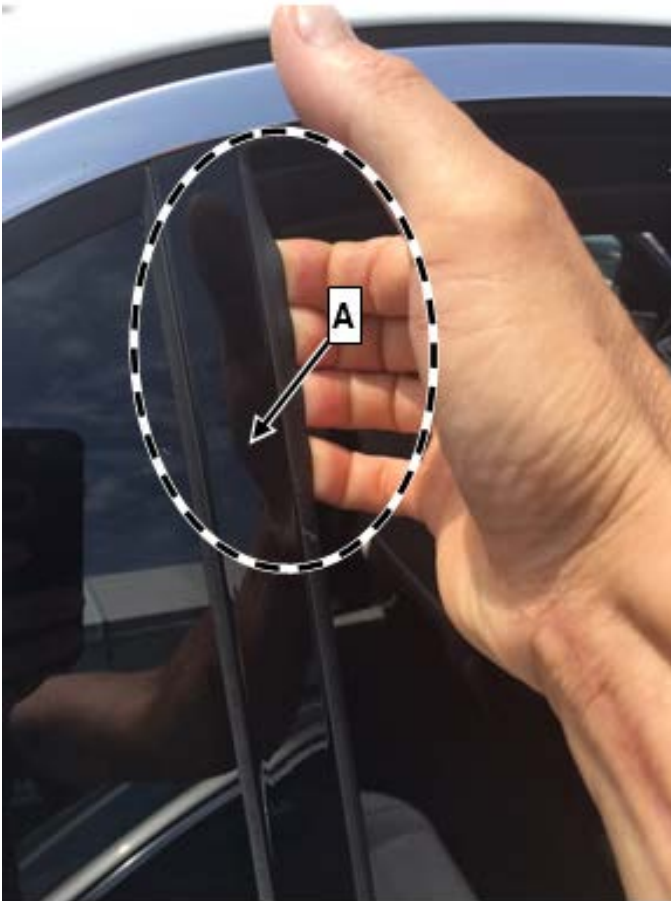


Figure 1



Figure 2

- a. Window divider (A) detaches due to slight tractive force: Carry out work procedure.
- b. Window divider (A) does not loosen due to slight tractive force: **End measure.**

i The inspection scope findings must be recorded in writing on the work order

Work Procedure

1. Insert spacers (**C, figure 3**) into clips 1 to 5 (counted from above).

i Pay attention to the correct position of the spacers. **Ensure that the spacer is fully inserted.**



Figure 3

2. Assemble in reverse order.
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Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1*	Spacer	A 000 988 33 00	74%

* 1 Packaging unit comprises 10 pieces

Warranty Information**With Check**

Operation: Check window divider on left and right rear doors (02-1547)

Damage Code	Operation Number	Labor Time (hrs.)
67 920 01 8	02-1547	0.1

With Check and Repair

Operation: Check window divider on left and right rear doors (02-1547)
Rework window divider on rear door (02-1548)

Damage Code	Operation Number	Labor Time (hrs.)
67 920 01 7	02-1547	0.1
	02-1548*	0.1

*This operation can be used once per side as required

 Note

Small parts such as screws, stop nuts, sealing rings, cable ties, fluids, sealants, etc. are not listed in the parts list. The required small parts (per WIS) are taken into account in the budgeting and can be claimed.

 Note

Operation Number labor times are subject to change.