



Mercedes-Benz USA, LLC

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IMPORTANT SAFETY RECALL 2019080005
This notice applies to your vehicle, VIN: [REDACTED]
Rework Air Conditioning Drain Hose
NHTSA Recall # 19V587

September, 2019

2019080005



- A remedy is available for your vehicle.
- Schedule an appointment with your authorized Mercedes-Benz dealer as soon as possible.
- This repair will be provided free of charge.

Dear Mercedes-Benz Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year ("MY") 2020 GLE-Class vehicles (167 platform). Our records indicate that your vehicle is included in the affected population of vehicles.

What is the CONCERN?

DAG determined that on certain 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 might enter the passenger compartment. If a significant volume of condensation water enters the driver and passenger side footwells, it might cause corrosion and/or short circuits to the electrical components installed in this area, thereby increasing the risk of a fire. In addition, the performance of other features of the vehicle could be affected. For example, availability of the automatic emergency call (eCall) ; vehicle unlocking and/or starting; and activation of the engine limp-home mode during driving. The impact on these features could increase the potential risk of injury or a crash.

What will your DEALER DO?

An authorized Mercedes-Benz dealer will check the air conditioning drain hoses and rework, if necessary. **This service will be provided free of charge.** We are dedicated to always delivering the best customer experience, and respect for your time is a top priority. While the minimum repair time can be up to **2 hours**, your dealer can provide you with a better estimate of the overall time for this service visit. As a matter of normal service process, an authorized Mercedes-Benz dealer will also check for other repair measures, which might be applicable to your vehicle, and this may increase the required working time.

What should YOU DO?



To find the most convenient authorized Mercedes-Benz dealer from your smartphone, scan the QR code to the left.

For additional information and to schedule an appointment, please contact your preferred authorized Mercedes-Benz dealer at your earliest convenience. To locate authorized dealers see www.mbusa.com/recall. **Please mention you are scheduling an appointment to check the air conditioning drain hoses under Recall Campaign #2019080005.**

You may be asked for your 17-digit Vehicle Identification Number (VIN) which for your convenience is located above your name at the top of this letter.

Information for Owners

In the event that you are no longer the vehicle owner, or have had a change of address, please complete the reverse side and return the updated information in the enclosed envelope.

If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 business days to comply with Federal Regulations.

A VIN-based recall lookup tool on our MBUSA.com website now offers a search feature that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed. See www.mbusa.com/recall. Should you have any questions or encounter any difficulty regarding this Recall Campaign, please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to remedy your situation, we are always happy to hear from you. Please contact us at 1-(800) FOR-MERCEDES (1-800-367-6372).

If an authorized Mercedes-Benz dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this situation may cause you.

Sincerely,

Mercedes-Benz USA, LLC

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