



Mercedes-Benz

Campaign No. 2019080005, August 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE-Class, GLS-Class vehicles, (167/X167 platform)  
Model Year 2020  
Check condensation drain hose at right and left of air conditioning system,  
rework if necessary**

Daimler AG (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2020 GLE-Class, GLS-Class vehicles, (167/X167 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, , thereby increasing the risk of fire. In addition, the performance of other features of the vehicle could be affected. For example, availability of the automatic emergency call (eCall); 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. As a precautionary measure, an authorized Mercedes-Benz dealer will check the air conditioning drain hoses and rework, 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 **18,392** vehicles are involved.

Order No. P-RC-2019080005

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.

### Check/test procedure A

1. Release floor covering in footwell on driver's and front passenger side and check condensation drain hose at right and left of air conditioning system (**Figure 1**).
  - i** The condensation drain hose must be installed without creases in proper-seated position and inserted correctly on the heater box or tunnel (**C, Figure 1**).
  - i** The cutout (**B, Figure 1**) must be positioned correctly on the fitting of the heater box.
  - i** There must **not be any visible or noticeable traces of water**.

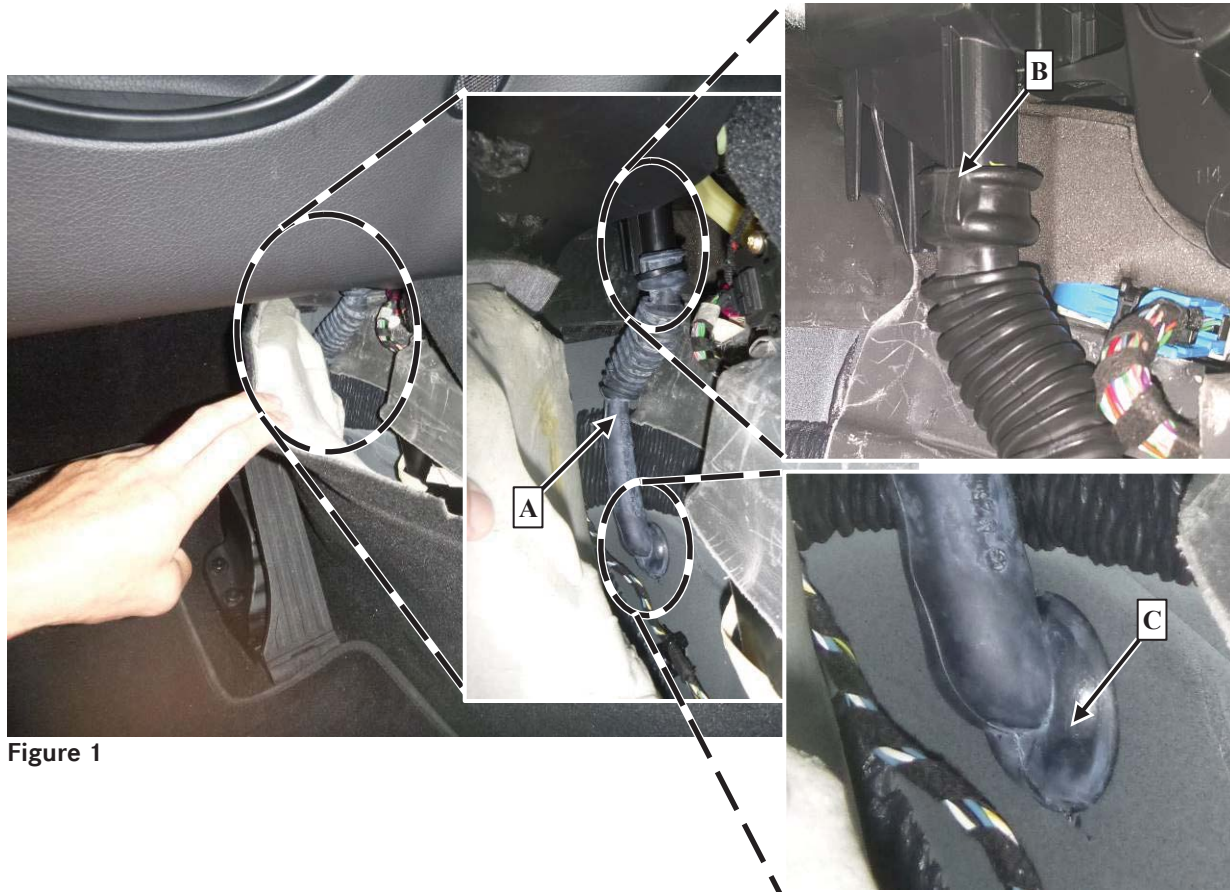


Figure 1

- a. Condensation drain hose **not** fastened correctly: Carry out **check/test procedure B**.
- b. Condensation drain hose fastened correctly: **End measure**.

**i** The **findings** from the check/test procedure must be documented **on the work order**.

## Check/test procedure B

1. Remove front floor covering and covers above the electrical assemblies in the foot well of the incorrectly mounted drain hose.

**i** Remove corresponding driver's seat and/or front passenger seat.

**i** For basic data on removing the floor covering on the front passenger side, see **AR68.80-P-0008ME**.

**i** For basic data on removing the floor covering on the front driver's side, see **AR68.80-P-0007ME**.



Figure 2

2. Check accessible electrical connections in the moist area for moisture and corrosion.
  - a. Condensation drain hose **not** fastened correctly and **minor** traces of water present: Carry out **work procedure A**.
  - b. Condensation drain hose **not** fastened correctly and **major** traces of water present: Carry out **work procedure B**.

**i** The **findings** from the check/test procedure must be recorded **on the work order**.

### Work procedure A

1. In case of **slight** dampness and **no** visible traces of condensation: dry out footwell and floor covering.
2. Reinstall footwell trim

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### Work procedure B

1. In case of **major water entry** and/or filled up floor recesses: Perform Xentry Quick Test
2. Take informative pictures of the affected, exposed footwell.
3. Create PTSS Case and attach Xentry quick test. Please be sure to include pictures of: water ingress in footwell, the electrical pins on the connectors, harness, and control unit(s).

**i** Send via PTSS case to Engineering for review. PTSS will advise regarding further action(s).

**Warranty Information****Check**

**Operation:** Inspection of condensation drain hose at right and left of air conditioning system (02-1265)

Damage Code	Operation Number	Labor Time (hrs.)
83 911 01	02-1265	0.1

**Check and Rework**

**Operation:** Inspection of condensation drain hose at right and left of air conditioning system (02-1265)

Rework condensation drain hose (after check) (02-1266)

Removal and re-installation of driver/passenger seats and footwell trim (02-1307)

Perform Xentry Quick Test & Drying of driver/passenger footwell (02-1308)

Damage Code	Operation Number	Labor Time (hrs.)
83 911 01	02-1265	0.1
	02-1266	0.1
	02-1307	1.3
	02-1308	ZM

**i** **Note:** labor times are subject to change.