



Mercedes-Benz

Campaign No. 2019090005, September 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.