



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.