

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 Interior Switch Illumination MY20-21 118, 167, X167 (CLA-Class, GLE-Class, GLS-Class)	DATE: March 26, 2020

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			March 26, 2020
Campaign No. :	NHTSA ID	Campaign Desc. :	Interior Switch Illumination
2020030019	20V089	20P5493102	
<p>This is to notify you of a Recall Campaign Launch regarding the instrument cluster software in 2,101 Model Year (“MY”) 2020-2021 CLA-Class, GLE-Class, and GLS-Class (118, 167, X167 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 March 26, 2020.</p>			
Background			
Issue	<p>Mercedes-Benz AG, (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that in certain Model Year (“MY”) 2020-2021 CLA-Class (118 platform), GLE-Class (167 platform) and GLS-Class (X167 platform) vehicles, the instrument cluster software might not meet current production specifications. If the driver were to activate the hazard lights while the ignition is switched off, the hazard light switch would continue to flash as intended, but the illumination of the additional switches in the vehicle (e.g. switch bar, overhead control unit, steering wheel, etc.) might be deactivated. If the driver were to switch off the hazard lights during this ignition-off, the switch illumination would be activated again throughout the vehicle as soon as the ignition is switched on. However, if the driver were to start the engine while the hazard lights are still switched on, the illumination of the vehicle interior switches would stay deactivated until the hazard lights are switched off and a new ignition cycle initiated. If the interior light switches are not illuminated, they may be more difficult to find and operate, increasing the risk of a crash. The functions of the hazard lights and the overhead control unit as well as all switches would not be affected. All interior cabin lighting remains fully functional.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the instrument cluster software on the affected vehicles.</p>		
Parts	<p>The remedy is available and can be performed.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2020-2021		
Vehicle Model	CLA-Class, GLE-Class, GLS-Class		
Vehicle Populations			
Total Recall Population	2,101		
Total Vehicles in Dealer Inventory	865		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY20-21 CLA-Class, 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.</p> <p>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent MY20-21 CLA-Class, 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 3/31/2020.		
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. 2020030019, March 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model CLA-Class, GLE-Class, and GLS-Class (118, 167, and X167 platform)**
Model Year 2020-2021
Interior Switch Illumination

Mercedes-Benz AG, (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that in certain Model Year (“MY”) 2020-2021 CLA-Class (118 platform), GLE-Class (167 platform) and GLS-Class (X167 platform) vehicles, the instrument cluster software might not meet current production specifications. If the driver were to activate the hazard lights while the ignition is switched off, the hazard light switch would continue to flash as intended, but the illumination of the additional switches in the vehicle (e.g. switch bar, overhead control unit, steering wheel, etc.) might be deactivated. If the driver were to switch off the hazard lights during this ignition-off, the switch illumination would be activated again throughout the vehicle as soon as the ignition is switched on. However, if the driver were to start the engine while the hazard lights are still switched on, the illumination of the vehicle interior switches would stay deactivated until the hazard lights are switched off and a new ignition cycle initiated. If the interior light switches are not illuminated, they may be more difficult to find and operate, increasing the risk of a crash. Furthermore, the switch illumination might not comply with all the requirements of FMVSS 101 5.3.1. The functions of the hazard lights and the overhead control unit as well as all switches would not be affected. All interior cabin lighting remains fully functional. An authorized Mercedes-Benz dealer will update the instrument cluster software on the affected vehicles.

Prior to performing this Recall Campaign:

- **VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle. Always check for any other 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 2,101 vehicles are involved.

Order No. P-RC-2020030019

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 Note:

- Use Xentry 01/20 with all associated patches or higher.
- Follow the steps exactly as described in Xentry.
- Connect battery charger (battery voltage  >12.5V).
- Ensure all electrical consumers are switched-off.
- In the event of software/SCN update issues, contact Star Diagnosis User Help Desk via. XSF ticket.
- Refer to Star Diagnosis System (SDS) Best Practices Guide.

Work procedure

1. Connect XENTRY Diagnosis.

2. Update **N133/1 instrument cluster** control unit software.

i To do this, select menu item "Quick test view ➡ N133/1 Instrument cluster (IC) ➡ Adaptations ➡ Control unit update ➡ Update of control unit software".

i Then follow the user guidance in XENTRY Diagnosis.

3. Disconnect XENTRY Diagnosis.

Warranty Information

Operation: Connect/disconnect battery charger (02-5058)
Star Diagnosis System (SDS), Connect/disconnect (02-4762)
Update instrument cluster control unit software (02-9334)

Damage Code	Operation Number	Labor Time (hrs.)
54 931 02 8	02-5058*	0.1
	02-4762*	0.1
	02-9334	0.1

*Operation item may be invoiced only once for each work order.

i Note

Operation Number labor times are subject to change