

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**  
**Check Mounting of Driver's Seat**  
**MY20 167(GLE-Class)**

Date: August 28, 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



<b>Campaign No. :</b>	<b>NHTSA ID</b>	<b>Campaign Desc. :</b>	<b>Check Mounting of Driver's Seat</b>
2020080010	20V430	20P6190005	
<p>This is to notify you of a Recall Campaign launch regarding the mounting of the driver's seat on <u>1</u> Model Year ("MY") 2020 167 (GLE-Class) vehicle. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. The affected VIN will be flagged in VMI as "OPEN" on August 28, 2020.</p>			
<b>Background</b>			
<b>Issue</b>	Mercedes-Benz AG, ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on a certain Model Year ("MY") 2020 GLE vehicle (167 platform), one of four bolts securing the driver's seat might not have been installed according to current production specification. In the event of a crash, one of the four incorrectly fastened bolts might fail which could lead to the displacement of the seat and the occupant, thereby increasing the risk of injury to the driver.		
<b>What We're Doing</b>	An authorized Mercedes-Benz dealer will check the bolts securing the driver's seat and as an additional precautionary step check the passenger side in the affected vehicle and rework if necessary.		
<b>Parts</b>	Parts are not required for repair. The recall remedy is available and repairs can be performed as necessary.		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2020		
<b>Vehicle Model</b>	GLE-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	1		
<b>Total Vehicles in Dealer Inventory</b>	0		
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY20 GLE-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.</b></p> <p><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired. As a matter of normal service process, please check for other repair measures which might be applicable to the vehicle(s)</b></p> <p><b>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY20 GLE-Class vehicles covered by this notification until the vehicle has been repaired.</b></p>			
<b>Next Steps/Notes</b>			
<b>Customer Notification Timeline</b>	Customer letter will be mailed approximately at the time of launch.		
<b>AOMS/SOMS</b>	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
<b>Rental Fleet Partners</b>	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. 2020080010, August 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE vehicle (167 platform)**  
**Model Year 2020**  
**Check Mounting of Driver's Seat**

Mercedes-Benz AG, ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on a certain Model Year ("MY") 2020 GLE vehicle (167 platform), one of four bolts securing the driver's seat might not have been installed according to current production specification. In the event of a crash, one of the four incorrectly fastened bolts might fail which could lead to the displacement of the seat and the occupant, thereby increasing the risk of injury to the driver. An authorized Mercedes-Benz dealer will check the bolts securing the driver's seat and as an additional precautionary step check the passenger side in the affected vehicle and rework if necessary.

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 1 vehicles are involved.

Order No. P-RC-2020080010

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

1. Remove driver's seat and as an additional precautionary method check the front passenger seat **AR.91.10-P-1000ME**.
2. Check all eight (x8) bolting points for Helicoil thread insert (**A, figure 1**).

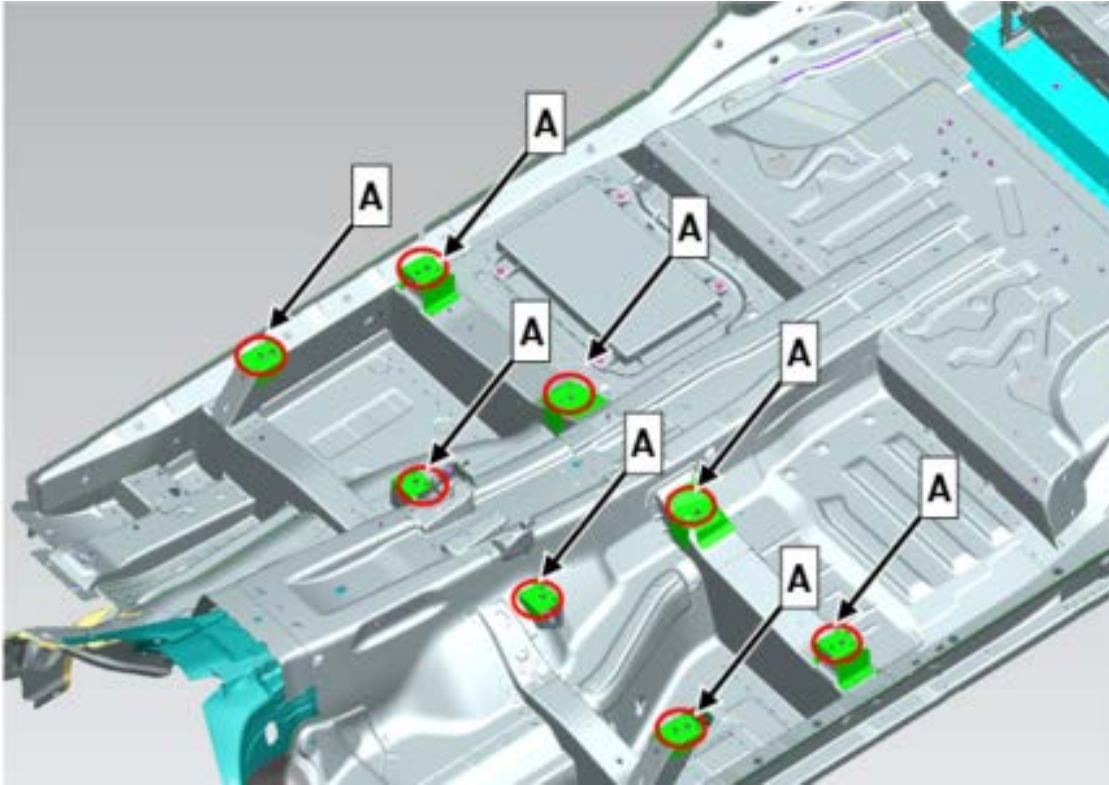


Figure 1

- a. Helicoil thread insert (A) present: Perform **work procedure**.
- b. Helicoil thread insert (A) **not** present: **End measure**.

### Work procedure

**i** Only if a Helicoil thread insert is present.

1. Make detailed photos and clarify the further repair procedure via **PTSS case**.

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

**Warranty Information**  
**Check Only**

---

**Operation:** Check thread in vehicle floor for driver's seat and front passenger seat (02-1671)

**Includes:** Remove driver's seat and front passenger seat

Damage Code	Operation Number	Labor Time (hrs.)
61 900 05 8	02-1671	1.6

**With check and open PTSS case**

---

**Operation:** Check thread in vehicle floor for driver's seat and front passenger seat (02-1671)

**Includes:** Remove driver's seat and front passenger seat

Create PTSS case (02-2186)

Damage Code	Operation Number	Labor Time (hrs.)
61 900 05 8	02-1671	1.6
	02-2186	0.2
	*	*

\*For operations performed from PTSS case, labor time and operation number will be prescribed by PTSS.

**i Note**

Operation Number labor times are subject to change.