Vehicle Compliance & Analysis

TO: Mercedes-Benz Dealer Principals, General Managers, Sales	FROM: Gregory Gunther, Department Manager, Vehicle
Managers, Service Managers, Parts Managers	Compliance and Analysis, Engineering Services
RE: Recall Campaign Launch Notification	
Check Windshield Bonding	Date: August 28, 2020
MY20 167 (GLE-Class)	

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,

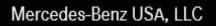
Gregory Gunther

Department Manager, Vehicle Compliance & Analysis

Mercedes-Benz USA, LLC A Daimler Company One Mercedes-Benz Drive Sandy Springs, GA 30328 770.705.0600 (h)

News Channel Update Vehicle Compliance & Analysis

Campaign No. :	NHTSA ID	Campaign Desc. :	Check Windshield Panding	
2020080014	20V464	20P6790001	Check Windshield Bonding	
			on <u>1</u> Model Year ("MY") 2020 167 (GLE-Class) vehicle. The te questions from customers. Affected VINs will be flagged in 8, 2020.	
		Background		
Issue	certain Me meet the an accide the airbag potentially	Mercedes-Benz AG, ("MBAG") the manufacturer of Mercedes-Benz vehicles, has determined that on a certain Model Year ("MY") 2020 GLE-Class (167 platform) vehicle, the bonding of the windshield might not meet the specifications. An incorrectly bonded windshield might separate from the vehicle body in case of an accident. In case of an activation of the passenger airbag, the windshield might not be able to support the airbag as intended. As a consequence, the restraint effect of the passenger airbag could be impaired, potentially increasing the risk of injury for the front passenger.		
What We're Doing		An authorized Mercedes-Benz dealer will check the windshield bonding on the affected vehicle and rework it, if necessary.		
Parts	Parts necessar	required for repair. The recall ren	nedy is available and repairs can be performed as	
		Vehicles Affect	ed	
Vehicle Model Year(s)	2020			
Vehicle Model	GLE-Class	;		
	L	Vehicle Populati	ons	
Total Recall Population	1	· · · · ·		
Total Vehicles in Dealer	· 0			
Inventory				
covered by this not "OPEN" and Work In Loaner and demons service	ification until the s structions will be strator vehicles ma process, please o this notice, it is <u>a</u>	vehicle has been repaired. Once t available in Star TekInfo Once the ay continue to be driven, but must heck for other repair measures w	se any <u>new MY20 GLE-Class vehicles in dealer inventory</u> he remedy is available, the vehicles will be flagged as repair is complete, the vehicle may be sold or leased. That not be retailed until repaired. As a matter of normal hich might be applicable to the vehicle(s) <u>ental companies to rent new MY20 GLE-Class vehicles</u> nicle has been repaired.	
		Next Steps/Not	tes	
Customer Notification Timeline	The custo	mer letters will be mailed approximat	tely at the time of launch.	
AOMS/SOMS	AOMs – T ASAP.	his recall may generate questions fro	om your dealers. Please forward this notice to your dealers	
Rental Fleet Partners			ease contact your respective MBUSA fleet representative for , please contact your preferred MBUSA dealer.	
	-		ntain a high level of vehicle quality and customer satisfaction. ance Center at 1-800-FOR-MERCEDES.	



A Daimler Company



Recall Campaign Bulletin

Campaign No. 2020080014, August 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: Model GLE-Class (167 platform) Model Year 2020 Check Windshield Bonding

Mercedes-Benz AG, ("MBAG") the manufacturer of Mercedes-Benz vehicles, has determined that on a certain Model Year ("MY") 2020 GLE-Class (167 platform) vehicle, the bonding of the windshield might not meet the specifications. An incorrectly bonded windshield might separate from the vehicle body in case of an accident. In case of an activation of the passenger airbag, the windshield might not be able to support the airbag as intended. As a consequence, the restraint effect of the passenger airbag could be impaired, potentially increasing the risk of injury for the front passenger. An authorized Mercedes-Benz dealer will check the windshield bonding on the affected vehicle and rework it, 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-2020080014

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.

Recall Campaign Bu

Work procedure

1. Replace windshield (AR67.10-P-1700ME).

i Remove any masking tape residues on the body flange of the windshield.

Qty.	Part Name	Part Number
1	Windshield	A 167 670 03 00
1	Adhesive	A 000 989 49 05

Warranty Information

Operation: Replace windshield (02-1697)

Includes: Remove masking tape residues on the body flange of the windshield.

Damage Code Operation Number		Labor Time (hrs.)
67 900 01 7	02-1697	3.4

i Note

Operation Number labor times are subject to change.