

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 Windshield Bonding
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



Campaign No. :	NHTSA ID	Campaign Desc. :	Check Windshield Bonding
2020080014	20V464	20P6790001	
<p>This is to notify you of a Recall Campaign launch regarding windshield bonding 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. Affected VINs will be flagged in VMI as "OPEN" on August 28, 2020.</p>			
Background			
Issue	<p>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.</p>		
What We're Doing	<p>An authorized Mercedes-Benz dealer will check the windshield bonding on the affected vehicle and rework it, if necessary.</p>		
Parts	<p>Parts required for repair. The recall remedy is available and repairs can be performed as necessary.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2020		
Vehicle Model	GLE-Class		
Vehicle Populations			
Total Recall Population	1		
Total Vehicles in Dealer Inventory	0		
<p>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.</p> <p>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)</p> <p>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.</p>			
Next Steps/Notes			
Customer Notification Timeline	<p>The customer letters will be mailed approximately at the time of launch.</p>		
AOMS/SOMS	<p>AOMs - This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.</p>		
Rental Fleet Partners	<p>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>		
<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. 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.

Work procedure

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

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

Primary Parts Information

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.