### 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,

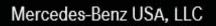
Gregory Gunther

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<br>meet the<br>an accide<br>the airbag<br>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<br>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  |  |
| <b>Total Recall Population</b>  | 1  | · · · · ·  |  |  |
| Total Vehicles in Dealer  | · 0  |  |  |  |
| Inventory   |  |  |  |  |
| covered by this not<br>"OPEN" and Work In<br>Loaner and demons<br>service | ification until the s<br>structions will be<br>strator vehicles ma<br>process, please o<br>this notice, it is <u>a</u> | vehicle has been repaired. Once t<br>available in Star TekInfo Once the<br>ay continue to be driven, but must<br>heck for other repair measures w  | se any <u>new MY20 GLE-Class vehicles in dealer inventory</u><br>he remedy is available, the vehicles will be flagged as<br>repair is complete, the vehicle may be sold or leased.<br>That not be retailed until repaired. As a matter of normal<br>hich might be applicable to the vehicle(s)<br><u>ental companies to rent new MY20 GLE-Class vehicles</u><br>nicle has been repaired. |  |
|   |  | Next Steps/Not   | tes  |  |
| Customer Notification<br>Timeline   | The custo  | mer letters will be mailed approximat  | tely at the time of launch.  |  |
| AOMS/SOMS   | AOMs – T<br>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.<br>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.