

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 Adjust Second Row Bench Middle Double Buckle MY20-21 167 (GLE-Class)	DATE: December 11, 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

December 11, 2020

Campaign No. :

NHTSA ID

Campaign Desc. :

Adjust Second Row Bench Middle Double Buckle

2020110005

20V671

20P9290005

This is to notify you of the **Recall Campaign Launch** to adjust the second row bench middle double buckle in **55,326** Model Year ("MY") 2020-2021 GLE-Class (167 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 December 11, 2020.

Background**Issue**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020 - 2021 GLE-Class (167 platform) vehicles with 5 passenger seating, in certain circumstances while buckling the seatbelt, the middle seatbelt buckle could be pushed down below the seat cushion. If the passenger is not able to retrieve the buckle, the affected seat would not be available for an occupant to properly fasten the seatbelt. If a passenger does not fasten the seatbelt according to the Operator's Manual, the risk of injury in a crash could increase.

What We're Doing

MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will additionally secure the middle seatbelt buckle on the affected vehicles to prevent it from being pushed below the seat cushion.

Parts

The remedy is available and can be performed.

Vehicles Affected

Vehicle Model Year(s)

2020 - 2021

Vehicle Model

GLE-Class

Vehicle Populations

Total Recall Population

55,326

Total Vehicles in Dealer Inventory

381

Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY20-21 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.

Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.

Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent MY20-21 GLE-Class vehicles covered by this notification until the vehicle has been repaired.

Next Steps/Notes

Customer Notification Timeline

Customer letters will be mailed on December 18, 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.

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.





Campaign No. 2020110005, December 2020
Revision A 12/02/2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE-Class (167 platform)**
Model Year 2020-2021
Adjust Second Row bench Middle Double Buckle

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020 - 2021 GLE-Class (167 platform) vehicles with 5 passenger seating, in certain circumstances while buckling the seatbelt, the middle seatbelt buckle could be pushed down below the seat cushion. If the passenger is not able to retrieve the buckle, the affected seat would not be available for an occupant to properly fasten the seatbelt. If a passenger does not fasten the seatbelt according to the Operator's Manual, the risk of injury in a crash could increase. An authorized Mercedes-Benz dealer will additionally secure the middle seatbelt buckle on the affected vehicles to prevent it from being pushed below the seat cushion.

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 55,326 vehicles are involved.

Order No. P-RC-2020110005

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

i Rear seat cushion does not need be removed.

1. Pull center seat belt buckle upward.
2. Guide cable tie over right seat belt buckle **and** over center seat belt buckle.
3. Position cable tie **beneath** right seat belt buckle (**Figure 1**).



Figure 1

4. Pull cable tie **forward forcefully** (in direction of travel) (**Figure 2**).



Figure 2

5. Then align "head" of cable tie with left-hand side as shown (**A, Figure 3**).
6. Use side cutting pliers to cut off overhang of cable tie such that it is flush.

i Make sure that no sharp-edged offcut is left over, as the rear seat cushion cover may otherwise be damaged.



Figure 3

7. Press center seat belt buckle downward into the opening in the rear seat cushion, at the same level as the right seat belt buckle.

Primary Parts Information

Qty.	Part Name	Part Number
1	Cable tie	A 000 995 96 06

Warranty Information

Operation: Attach seat belt buckle of rear bench seat (02-1817)

Damage Code	Operation Number	Labor Time (hrs.)
92 900 05 7	02-1817	0.2

i **Note**
Operation Number labor times are subject to change.