



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

February 19, 2021

Mr. Greg Gunther  
Department Manager VCA  
Mercedes-Benz USA, LLC  
13470 International Parkway  
Jacksonville, FL 32218

NEF-150JK  
21V-071

**Subject:** Electronic Stability Control Malfunction/FMVSS 126

Dear Mr. Gunther:

This letter serves to acknowledge Mercedes-Benz USA, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

MERCEDES-BENZ/GLE350/2020-2021  
MERCEDES-BENZ/GLE450/2020-2021  
MERCEDES-BENZ/GLE580/2020  
MERCEDES-BENZ/GLS450/2020  
MERCEDES-BENZ/GLS580/2020

**Mfr's Report Date:** February 12, 2021

**NHTSA Campaign Number:** 21V-071

**Components:**

ELECTRONIC STABILITY CONTROL:CONTROL MODULE:SOFTWARE

**Potential Number of Units Affected:** 41,838

**Problem Description:**

Mercedes-Benz USA, LLC (MBUSA) is recalling certain 2020-2021 GLE450, GLE350, and 2020 GLS450, GLE580, GLS580 vehicles. During certain evasive driving maneuvers, the Electronic Stability Program (ESP) software may apply torque to one of the front wheels, pulling the vehicle to one side. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 126, "Electronic Stability Control Systems."

**Consequence:**

If the vehicle unexpectedly pulls to one side during an evasive maneuver, it can increase the risk of a crash.

**Remedy:**

MBUSA will notify owners, and dealers will update the ESP software, free of charge. The recall is expected to begin April 13, 2021. Owners may contact MBUSA customer service at 1-800-367-6372.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at [jennifer.kruger@dot.gov](mailto:jennifer.kruger@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement