

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 Update ESP Software MY20-21 167(GLE-Class, GLS-Class)	Date: March 26, 2021

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. :	Update ESP Software
2021030004	21V071	21P5499618	
<p>This is to notify you of a Recall Campaign launch to update the ESP Software on 41,838 Model Year MY2020-2021 167 (GLE-Class, GLS-Class) 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 March 26, 2021.</p>			
Background			
Issue	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2020-2021 GLE-Class and GLS-Class vehicles (167 platform) the ESP software might not meet current production specifications. In certain driving scenarios, these vehicles may fail to conform to the requirements of Federal Motor Vehicle Safety Standard ("FMVSS") 126 (Electronic Stability Control System). In a specific automated test sequence with a driving maneuver that requires a very rapid change of direction in an evasive situation, torque may be applied to one of the front wheels, subsequently pulling the vehicle to one side, increasing the risk of a crash.</p>		
What We're Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the ESP software on the affected vehicles.</p>		
Parts	<p>Parts are not required for repair. The recall remedy is available and can repairs can be performed as necessary.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2020-2021		
Vehicle Model	GLE-Class, GLS-Class		
Vehicle Populations			
Total Recall Population	41,838		
Total Vehicles in Dealer Inventory	23		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY20-21 GLE-Class, GLS-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 Xentry. 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. As a matter of normal service process, please check for other repair measures which might be applicable to the vehicle(s) Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY20-21 GLE-Class, GLS-Class vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed after the remedy becomes available approximately on March 29, 2021.		
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.		
<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. 2021030004, March 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models GLE-Class and GLS-Class vehicles (167 platform)**
Model Year 2020-2021
Update ESP Software

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2020-2021 GLE-Class and GLS-Class vehicles (167 platform) the ESP software might not meet current production specifications. In certain driving scenarios, these vehicles may fail to conform to the requirements of Federal Motor Vehicle Safety Standard ("FMVSS") 126 (Electronic Stability Control System). In a specific automated test sequence with a driving maneuver that requires a very rapid change of direction in an evasive situation, torque may be applied to one of the front wheels, subsequently pulling the vehicle to one side, increasing the risk of a crash. An authorized Mercedes-Benz dealer will update the ESP software on the affected vehicles.

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 41,838 vehicles are involved.

Order No. P-RC-2021030004

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.

i **Note:**

- Use Xentry 12/20 with all associated patches or higher.
- Follow the steps exactly as described in Xentry.
- Connect battery charger (battery voltage  >12.5V).
- Ensure all electrical consumers are switched-off.
- In the event of software/SCN update issues, contact Star Diagnosis User Help Desk via. XSF ticket.
- Refer to Star Diagnosis System (SDS) Best Practices Guide.

Procedure

1. Connect XENTRY Diagnosis.
2. Update Electronic Stability Program control unit software.

i To do this, select menu item "Quick test view  **N30/4 Electronic Stability Program (ESP) – Adaptations**  Adaptations  Control unit update  Update of control unit software.

i Then follow the user guidance in XENTRY Diagnosis.

Warranty Information

Operation: Connect/disconnect battery charger (02-5058)
 Star Diagnosis System (SDS), Connect/disconnect (02-4762)
 Update Electronic Stability Program control unit software (02-9334)

Damage Code	Operation Number	Labor Time (hrs.)
54 996 18 8	02-5058*	0.1
	02-4762*	0.1
	02-9334	0.1

* Operation item may be invoiced only once for each workshop order

i **Note**

Operation Number labor times are subject to change