

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 Tires MY18 166 (GLE-Class)	Date: April 21, 2021

IMPORTANT RECALL CAMPAIGN NOTIFICATION

IMPORTANT NOTE: The recall topic described in the following NCU is related to the Tire Recall 21T-001, reported by Continental Tires the Americas, LLC (“CTA”) to the National Highway Traffic Safety Administration. However, the Mercedes-Benz recall described below identifies affected tires that could have been installed during production. It is possible that other tire models included in the Continental Tire Recall 21T-001 could have been installed on the vehicle after the vehicle was manufactured. For further information on other potentially affected tire models, please refer to communications that we understand have already been provided to your dealership by Dealer Tire.

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 Tires
2021030008	21V123	21P4090025	
<p>This is to notify you of a Recall Campaign launch to check the Continental tires on 2,529 Model Year ("MY") 2018 166 (GLE-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 April 21, 2021.</p>			
Background			
Issue	<p>On February 19, 2021, Continental Tire the Americas, LLC ("CTA") filed a Defect Information Report with NHTSA announcing a potential defect in some of their tires. Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has been identified as a purchaser of the subject tires recalled by CTA. MBAG has determined the subject tires may have been installed on certain Model Year ("MY") 2018 GLE-Class vehicles (166 platform). Based on the determination from CTA, the affected tires may experience a carcass break in the sidewall with sudden air loss or could develop a belt edge separation, which could lead to a partial or full tread/belt loss. These conditions could increase the risk of a crash or injury.</p>		
What We're Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the tires on the affected vehicles identified as a part of 21V123 and replace them, if necessary.</p>		
Parts	<p>Replacement tires are available and can be ordered as necessary. The tires must be procured via the usual ordering channels, taking into account the approved wheel/tire combinations and tire recommendation according to WIS.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2018		
Vehicle Model	GLE-Class		
Vehicle Populations			
Total Recall Population	2,531		
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 MY18 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 Xentry. 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 MY18 GLE-Class vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed approximately one week after the remedy becomes available on April 23, 2021		
AOMS/SOMS	AOMs - This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP. Please also review and communicate the information on the first page to your dealers.		
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. 2021030008, April 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models GLE-Class vehicles (166 platform)**
Model Year 2018
Tire Spec - Continental

On February 19, 2021, Continental Tire the Americas, LLC ("CTA") filed a Defect Information Report with NHTSA announcing a potential defect in some of their tires. Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has been identified as one of the purchasers of the subject tires recalled by CTA. MBAG has determined the subject tires may have been installed on certain Model Year ("MY") 2018 GLE-Class vehicles (166 platform). Based on the determination from CTA, the affected tires may experience a carcass break in the sidewall with sudden air loss or could develop a belt edge separation, which could lead to a partial or full tread/belt loss. These conditions could increase the risk of a crash or injury. An authorized Mercedes-Benz dealer will check the tires on the affected vehicles and replace them, 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 2,529 vehicles are involved.

Order No. P-RC-2021030008

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.

Check/test procedure

1. Check tire manufacturer, dimension and tread type.

i **Model 166:** Continental CrossContact LX Sport 265/45 R20 108H MO.

i All the wheel/tire sets (summer/winter tires) that belong to the vehicle must be checked.

- a. Tire manufacturer, dimension and tread type **installed**: Continue with **test step 2**.
- b. Tire manufacturer, dimension and tread type **not installed**: **End measure**.

2. Check DOT information, production date and mold number on tires.

i Continental CrossContact LX Sport 265/45 R20 108H MO.

2.1. Check whether the DOT tire identification number, production date and mold number match with the following information.

- DOT tire identification number: **A3XK NXX4 (A, figure 1)**
- Production date: **1318 (B, figure 1)**
- Mold number: **408691 (C, figure 1)**

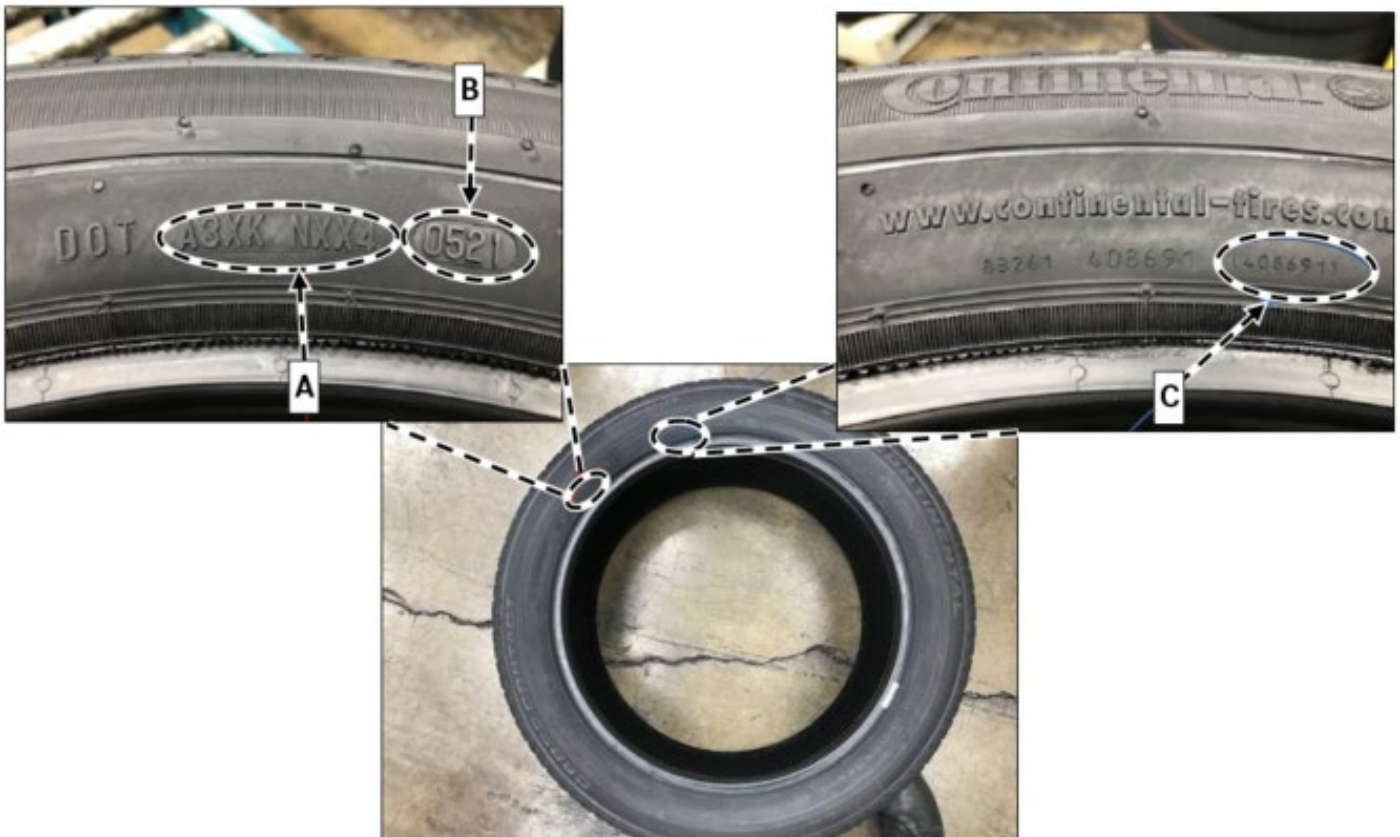


Figure 1

- a. DOT tire identification number, production date and mold number **match**: Perform **work procedure**.
- b. DOT tire identification number, production date and mold number do **not** match: **End measure**.

Work procedure

1. Replace tires with same dimension and same type.

i For basic data, see **AR40.10-P-1030ME**. Tires removed from the vehicle are subject to a **Tire Disablement Requirement**. Please see below for further information.

i The tires must always be replaced on an axle basis.

i **IMPORTANT: Tire Disablement Requirement.**

Federal regulations require all recall tires to be completely disabled within **24 hours of removal**. Please refer to recommended disablement method information communicated by Dealer Tire.

Primary Parts Information

Qty.	Part Name	Part Number
As required (2)*	Tire	*

* **The tires must be procured via the usual ordering channels, taking into account the approved wheel/tire combinations and tire recommendation according to WIS.**

i Small parts such as screws/bolts, lock nuts, sealing rings, cable ties, fluids, sealants, balance weights, etc. are not included in the parts list. The required small parts are taken into account in the budgeting.

Warranty Information

With Check

Operation: Check all tires (02-1828)

Damage Code	Operation Number	Labor Time (hrs.)
40 900 25 8	02-1828	0.1

With Check and Replace

Operation: Check all tires (02-1828)
Replace 2 tires (after check) (02-1829)*

Damage Code	Operation Number	Labor Time (hrs.)
40 900 25 7	02-1828	0.1
	02-1829*	1.5

* **Includes:** Remove/install 2 wheel and tire assemblies; extra work for: Remove/install 2 wheel and tire assemblies; replace 2 tires; extra work for: Replace 2 tires for run-flat tires or cross-section less than 40; stationary balancing of 2 wheel and tire assemblies; extra work for: Stationary balancing of 2 wheel and tire assemblies; activate tire pressure monitoring system (TPM)

i **Note**

Operation Number labor times are subject to change