

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 Electric Heater Ground Connection MY21 GLE-Class (V167 platform)	DATE: December 22, 2021

IMPORTANT RECALL CAMPAIGN INFORMATION

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 22, 2021
Campaign No. :	NHTSA ID	Campaign Desc. :	Check Electric Heater Ground Connection
2021120004	21V909	21P5491805	
<p>This is to notify you of the Recall Campaign launch to check the electric heater ground connection on 17 Model Year (“MY”) 2021 GLE-Class (V167 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 22, 2021.</p>			
Background			
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2021 GLE-Class (V167 platform) vehicles, the bolts used for the ground connection on the electric heater in the passenger-side footwell might not have been tightened according to current torque specifications. If this ground connection is not tightened according to current torque specifications, the contact resistance and temperature may increase due to high electrical currents in the electric heater. As a result, the risk of fire cannot be ruled out.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the ground connection on the affected vehicles and rework it, if necessary.		
Parts	The remedy is available and can be performed.		
Vehicles Affected			
Vehicle Model Year(s)	2021		
Vehicle Model	GLE-Class		
Vehicle Populations			
Total Recall Population	17		
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 MY21 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 MY21 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 on 01/07/2021.		
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>			



Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2021120004, December 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE-Class (167 platform)**
Model Year 2021
Electric Heater Ground Bolting

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2021 GLE-Class (V167 platform) vehicles, the bolts used for the ground connection on the electric heater in the passenger-side foot well might not have been tightened according to current torque specifications. If this ground connection is not tightened according to current torque specifications, the contact resistance and temperature may increase due to high electrical currents in the electric heater. As a result, the risk of fire cannot be ruled out. MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the ground connection on the affected vehicles and rework it, if necessary.

Prior to performing this 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 Campaign bulletin and follow the repair procedure exactly as described.

Approximately 17 vehicles are affected.

Order No. P-RC- 2021120004

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Record

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Check ground connection of the PTC booster heater; install new PTC booster heater if necessary

Model 167.1/3

1. Slide front passenger seat backward to the end position.
2. Detach front right floor covering until area around ground connection of PTC booster heater is accessible (**Figure 1**).

i For basic data, see **AR68.80-P-0008ME**.



Figure 1

3. Check for scorch marks in area of ground connection of PTC booster heater (**Figure 2**).
4. Check ground connection of PTC booster heater as to whether loose or tightened with correct torque (**Figure 2**).

i **Figure 2** shown with removed floor covering!

i The torque of the ground connection **must** be **Nm** 10!

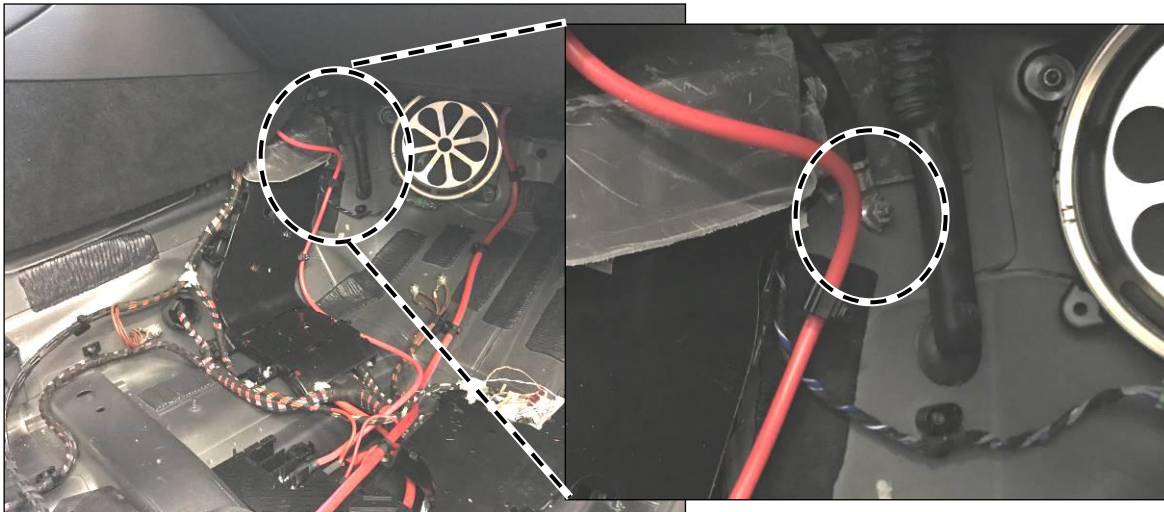


Figure 2

- a. **Scorch marks present** in the area of the ground connection:
Carry out **work procedure**.
- b. **Scorch marks not present** in the area of the ground connection:
End measure.

Work procedure

1. Install new PTC booster heater.

i For basic data, see **AR83.70-P-8000ME**.

i If further component parts in the area of the ground connection have been damaged, new component parts must also be installed!

Primary Parts Information

Qty.	Part Name	Part Number
As required (1)	BOOSTER HEATER, air conditioning system	A 167 830 75 03

i Small parts such as screws, lock nuts, sealing rings, cable ties, fluids, sealant, etc. are not listed in the parts list. The required small parts are taken into account in the budgeting.

i **Note:** The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information

Damage Code	Operation Number	Description	Labor Time (hrs.)
54 918 05	02-0833	Check PTC booster heater ground point Comprises: Detach/fasten front right floor covering	0.3 h
	02-0834	Install new PTC booster heater (after check) Comprises: Disconnect/connect ground line of battery; remove/install front passenger seat; remove/install front right floor covering; remove/install instrument panel; extra work for: Remove/install windshield wiper system	6.8 h
	02-0835	Damaged component part: Install new one (after check)	Time prescribed by foreperson

i **Note:** Always check ASRA for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.