



Mercedes-Benz

Campaign No. 2021040024, May 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE-Class and GLS-Class (167 platform)**
Model Year 2020-2021
Check Installation of Air Conditioning Drain Hoses

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2020-2021 vehicles, the air conditioning drain hoses might be incorrectly installed in the vehicle. In this case, condensation water from the air conditioning might enter the passenger compartment. If a significant volume of condensation water enters the driver and passenger side footwells, it is possible that corrosion and/or short circuits to the electrical components installed in this area could occur, which could increase the risk of fire. In addition, the performance of other features of the vehicle could be affected. For example, the automatic emergency call (eCall) might not be available, the vehicle might not be able to be unlocked and/or started; and the engine limp-home mode might be activated during driving. The impact on these features could increase the potential risk of injury or a crash. The customer might observe wet carpets in the front footwells, and fogged windows. An authorized Mercedes-Benz dealer will check the air conditioning drain hoses and correct their installation, 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 **6,331** vehicles are involved.

Order No. P-RC-2021040024

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 A

1. Release floor covering in footwell on driver's and front passenger side and check condensation drain hose at right and left of air conditioning system (**Figure 1**).

- i** The condensation drain hose must be installed without creases, in proper contact, and inserted correctly on the heater box or tunnel (**C, Figure 1**).
- i** The cutout (**B, Figure 1**) must be positioned correctly on the fitting of the heater box.
- i** There must ***not be any visible or noticeable traces of water***.

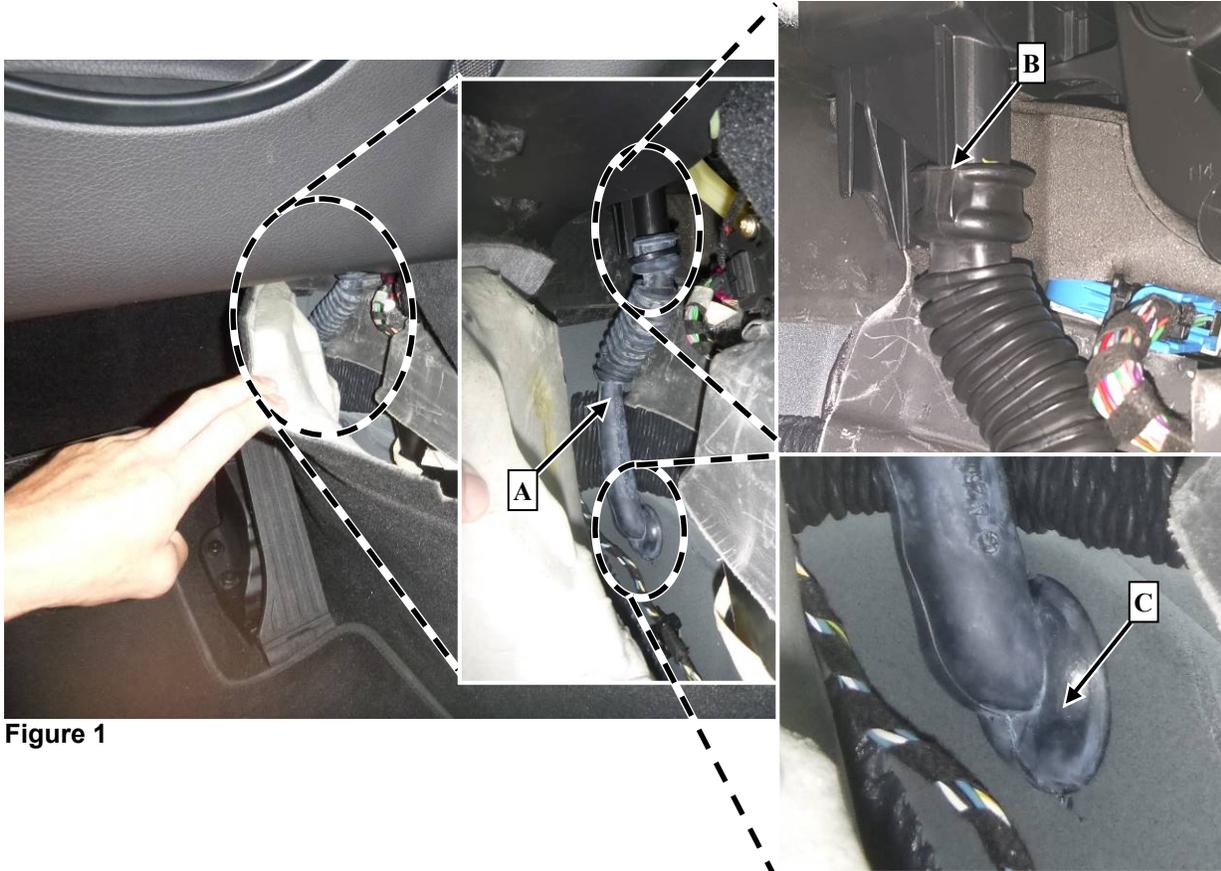


Figure 1

- a. Condensation drain hose ***not*** fastened correctly: Carry out **check/test procedure B**.
- b. Condensation drain hose fastened correctly: **End measure**.

- i** The findings from the check/test procedure must be recorded on the work order.

Check/test procedure B

1. Remove front floor covering and covers above the electrical assemblies in the footwell of the incorrectly mounted drain hose.

i Remove corresponding driver's seat and/or front passenger seat.

i For basic data on removing the floor covering on the front passenger side, see **AR68.80-P-0008ME**.

i For basic data on removing the floor covering on the front driver's side, see **AR68.80-P-0007ME**.



Figure 2

2. Check accessible electrical connections in the moist area for moisture and corrosion.
 - a. Condensation drain hose **not** fastened correctly and **minor** traces of water present: Carry out **work procedure A**.
 - b. Condensation drain hose **not** fastened correctly and **major** traces of water present: Carry out **work procedure B**.

i The findings from the check/test procedure must be recorded on the work order.

Work procedure A

1. In case of **slight** dampness and **no** visible traces of condensation: Perform Xentry Quick Test and document results.
2. Dry footwell, electrical connectors, and floor covering.
3. Reinstall footwell trim

Work procedure B

1. In case of **major water entry** and/or filled up floor recesses: Perform Xentry Quick Test and document results
2. Take informative pictures of the affected, exposed footwell.
3. Create PTSS Case and attach Xentry quick test. Please be sure to include pictures of: water ingress in footwell, the electrical pins on the connectors, harness, and control unit(s).

i Send via PTSS case to Engineering for review. PTSS will advise regarding further action(s).

Warranty Information**Check**

Operation: Inspection of condensation drain hose at right and left of air conditioning system (02-0531)

Damage Code	Operation Number	Labor Time (hrs.)
83 911 06 8	02-0531	0.1

Check and Rework

Operation: Inspection of condensation drain hose at right and left of air conditioning system (02-0531)
Expose footwell (after check) (02-0532)*
Includes: Fasten condensation drain hose correctly
Dry footwell (footwell exposed) (02-0533)*
Replace affected parts (footwell exposed) (02-0534)

Damage Code	Operation Number	Labor Time (hrs.)
83 911 06 8	02-0531	0.1
	02-0532*	1.3
	02-0533*	ZM
	02-0534	ZM

* The operation item is to be repeated as often as necessary.

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