

Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2021110007, November 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE-Class and GLS-Class (167 platform)**
Model Year 2021

Replace Rear Window

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2021 GLE and GLS vehicles (167 platform), the rear window bonding might not meet specifications. Insufficient adhesion of the rear window to the tailgate could result in the rear window detaching, which could increase the risk of a crash for ensuing vehicles. Before the issue occurs, the customer might notice wind noises from the rear window. MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the rear window

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 23 vehicles are affected.

Order No. P-SC- 2021110007

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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Replacing Rear Window

Model 167

Work Procedure


1. Replace rear window.


 For basic data, see **AR67.20-P-5145ME**.

Primary Parts Information

Qty.	Part Name	Part Number
As required (1)*	Rear window	A 167 740 02 01
As required (1)*	Rear window	A 167 740 18 00
As required (1)*	Rear window	A 167 740 20 00
1	Single-component adhesive	A 000 989 49 05


* The replacement parts must be determined according to the equipment variant for the chassis number via the parts job in the XENTRY Portal.

 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.

 **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.)
67 910 02	02-0767	Replace rear window Model 167.1	2.9 h
	02-0767	Replace rear window Model 167.3	2.1 h
	02-0767	Replace rear window Model 167.9	2.8 h

 **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.