

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 Initial Notification Replace the Steering Coupling Locking Screw MY21-22 GLE-Class and GLS-Class (167 platform)	DATE: December 23, 2022

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 23, 2022
Campaign No. :	NHTSA ID	Campaign Desc. :	Replace the Steering Coupling Locking Screw
TBD	22V936	22P2197572	
<p>This is to notify you of a new Recall Campaign to replace the steering coupling locking screw on 69 Model Year (“MY”) 2021-2022 GLE-Class and GLS-Class (167 platform) vehicles. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. Affected VINs were flagged in VMI as “PENDING” on December 23, 2022.</p>			
Background			
Issue	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2021-2022 GLE and GLS (167 platform) vehicles, the steering coupling locking screw might not be tightened to the specified torque value. Insufficient tightening torque of the steering coupling locking screw might lead to free play in the connection, which would cause noises when driving on uneven roads. Should these noises not be noticed and therefore the vehicle not be brought to a workshop, the steering coupling locking screw may subsequently loosen further due to vibrations during driving and ultimately might back out of the steering coupling. In this condition, it cannot be fully ruled out that the steering coupling may detach from the steering shaft. This would impair the ability to steer the vehicle, and increase the risk of a crash. Before the issue occurs, the driver may be made aware of the issue by resulting noises when driving on uneven roads.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the steering coupling locking screw on the affected vehicles.</p>		
Parts	<p>Remedy is not available at this time.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2021-2022		
Vehicle Model	GLE-Class and GLS-Class		
Vehicle Populations			
Total Recall Population	69		
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 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 Star TekInfo. 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 vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed on or before February 14, 2023.		
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>			

