

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Senior Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Recall Campaign Updated Notification Check for Water Entry in the Spare Wheel Well MY12-20 GLE/ML and GLE Coupe (166 and 292 platform)	UPDATE: March 14, 2024

IMPORTANT RECALL CAMPAIGN UPDATE

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

Senior Manager, Vehicle Compliance & Analysis



Recall Campaign Update Notification

March 14, 2024

Campaign No. :

NHTSA ID /
CA DMV ID

Campaign Desc. :

Check for Water Entry in the Spare Wheel Well

2023010002
2023010003

22V955

22P6490011
22P6490012

This is to notify you of a **Recall Campaign Update** to check for water entry in the spare wheel well on **348,183** Model Year (“MY”) 2012-2020 GLE/ML and GLE Coupe (166 and 292 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 “OPEN” on **February 10, 2023**.

Background

Issue

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2012-2020 GLE/ML (166 platform) and GLE Coupe (292 platform) vehicles, water might intrude into the rear area of the vehicle and, over time, accumulate in the spare wheel well. In certain driving situations, and depending on the amount of water that has entered the spare wheel well, the accumulated water could intermittently contact the fuel pump control unit. Consequently, the fuel supply to the engine could be interrupted, which would lead to a loss of propulsion without warning. In such circumstances, the risk of a crash could be increased. Before the issue occurs, the driver may be made aware of water infiltration due to a damp carpet in the rear of the vehicle or the sound of water sloshing in the spare tire wheel well. In some cases, the driver could also be alerted to the condition by illumination of the check engine light in the instrument cluster.

What We’re Doing

MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will install a water drain plug in the spare wheel well on the affected vehicles, check for water infiltration into the spare wheel well, and replace the fuel pump control unit, if necessary.

Parts

The remedy is available and can be performed.

Vehicles Affected

Vehicle Model Year(s)

2012-2020

Vehicle Model

GLE/ML and GLE Coupe

Vehicle Populations

Total Recall Population

348,183

Total Vehicles in Dealer Inventory

0

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 NetStar VMI and Xentry Portal. Once the repair is complete, the vehicle may be sold or leased. 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). Additionally, given this notice, it is a violation of Federal Law for rental car companies to rent vehicles covered by this notification until the vehicle has been repaired.

Notice to California Dealers: As required by 13 CCR 2117, a Proof of Correction (“POC”) certificate showing that the vehicle has been repaired under this recall must be issued by the authorized Mercedes-Benz dealer, and that such a certificate may be required by California as a condition of vehicle re-registration or operation. Please reference this POC in the attached work instructions. Failure to complete this step may result in fines and penalties and lead to customer dissatisfaction.

Next Steps/Notes

Customer Notification Timeline

Customer letters were mailed on February 21, 2023 and April 21, 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.

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.



Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2023010002, February 2023

Revision A 2/14/2023

Revision B 2/02/2024

Revision C 3/07/2024

Revision D 3/12/2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE/ML and GLE Coupe (166 and 292 platform)
Model Year 2012-2019**

Check for Water entry in the Spare Wheel Well

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2012-2019 GLE/ML (166 platform) and GLE Coupe (292 platform) vehicles, water might intrude into the rear area of the vehicle and, over time, accumulate in the spare wheel well. In certain driving situations, and depending on the amount of water that has entered the spare wheel well, the accumulated water could intermittently contact the fuel pump control unit. Consequently, the fuel supply to the engine could be interrupted, which would lead to a loss of propulsion without warning. In such circumstances, the risk of a crash could be increased. Before the issue occurs, the driver may be made aware of water infiltration due to a damp carpet in the rear of the vehicle or the sound of water sloshing in the spare tire wheel well. In some cases, the driver could also be alerted to the condition by illumination of the check engine light in the instrument cluster. An authorized Mercedes-Benz dealer will install a water drain plug in the spare wheel well on the affected vehicles, check for water infiltration into the spare wheel well, and replace the fuel pump control unit, 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 348,183 vehicles are affected.

Order No. P-RC-2023010002

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

Check spare wheel well and retrofit water drain grommet; replace fuel system control unit if necessary

Check/test procedure 1

1. Open trunk.
2. Lift spare wheel well cover and secure it from falling down.
3. In vehicles with spare tire option code 690, remove spare tire and cover (**Figure 1**).



Figure 1

4. In hybrid model 166.063, remove load compartment shelf (**A, Figure 2**) with vehicle tool kit.

i For basic data, see AR68.80-P-5800GQA.

i Load compartment floor (**B, Figure 2**) does **not** need to be removed (just folded up).

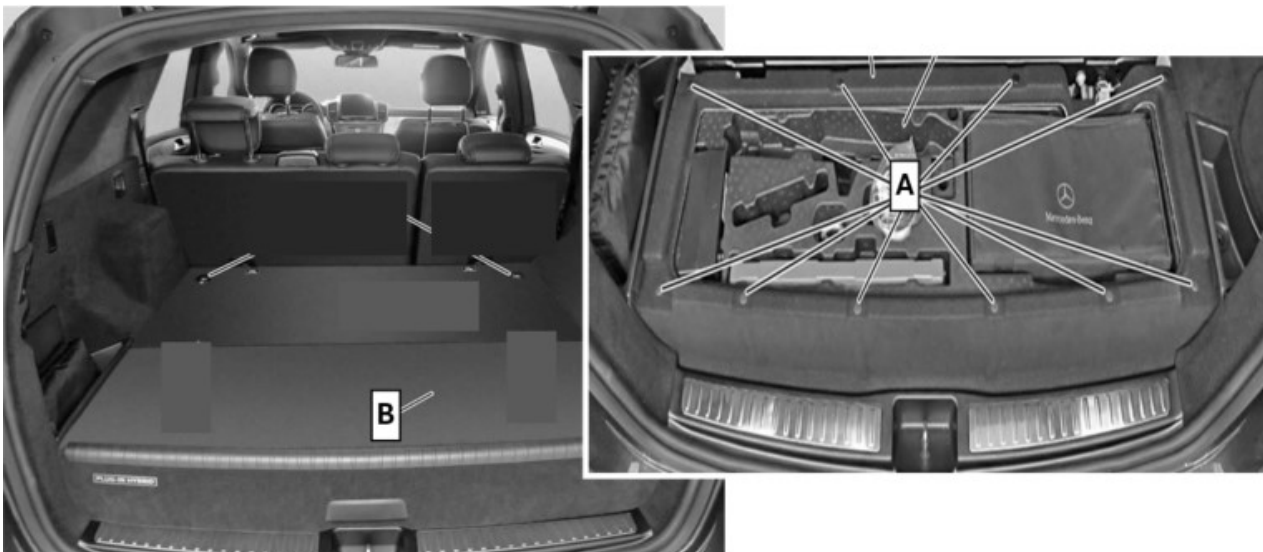


Figure 2

5. Lift left rear felt insert (C, Figure 3) and check for humidity or water deposits in marked area (D, Figure 3).
i There is no felt trim in hybrid model 166.063.

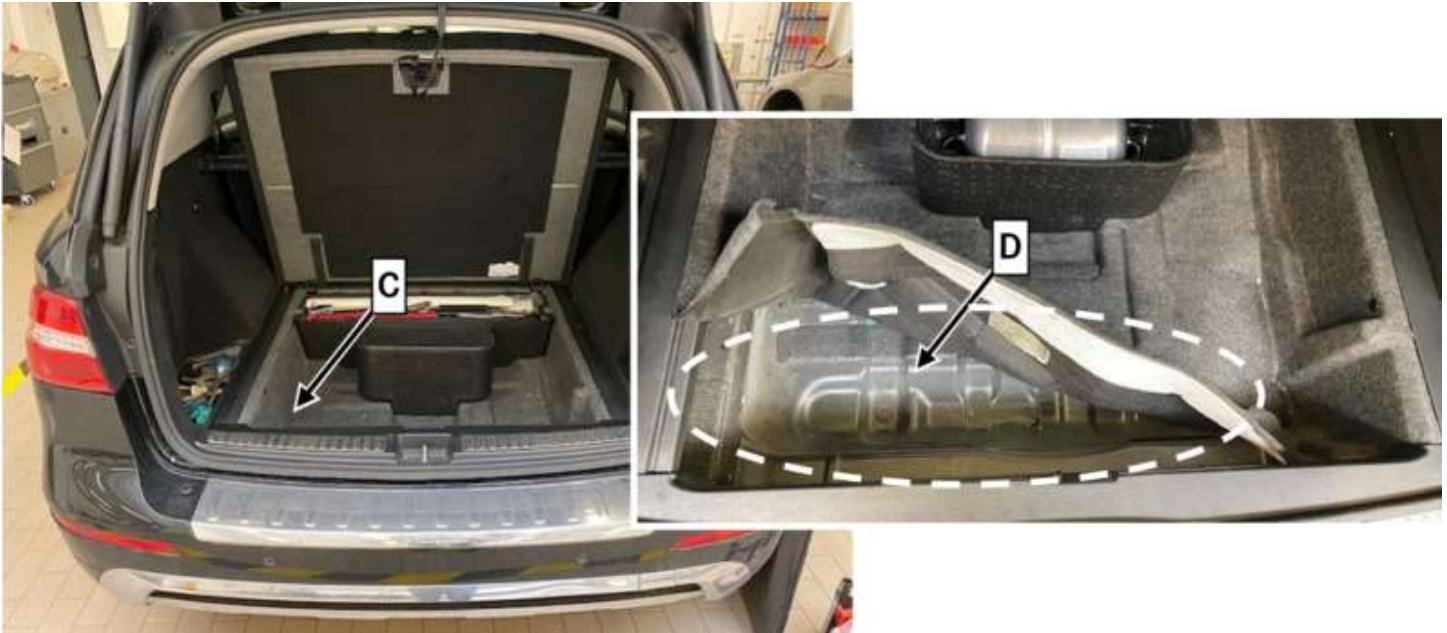


Figure 3

- a. If humidity or water deposits are **not** present in area (D, Figure 3): Carry out **work procedure A**.
- b. If humidity or water deposits are present in area (D, Figure 3): Carry out **check/test procedure 2**.

Check/test procedure 2

i Only required if humidity or water deposits are detected in checked area (**D, Figure 3**).

1. In hybrid model 166.063, remove the high-voltage battery.

i For basic data, see AR54.10-P-1140GQA.

2. Lift right front felt insert (**E, Figure 4**).

i Remove tool insert first.

i Not required for hybrid model 166.063.



Figure 4

3. Check the area around the fuel system control unit for humidity or water deposits (**E, Figure 5**).



Figure 5

- a. If humidity or residual water are **not** present in area (**E, Figures 4 and 5**): Carry out **work procedure A** and install remaining parts.
- b. If humidity or residual water are present in area (**E, Figures 4 and 5**): Carry out **work procedures A and B**.

Work procedure A

i Work procedure A is always carried out.

1. Retrofit new water drain grommet (F, Figure 6).

i First, remove existing closed grommet (G, Figures 6 and 7).



Figure 6

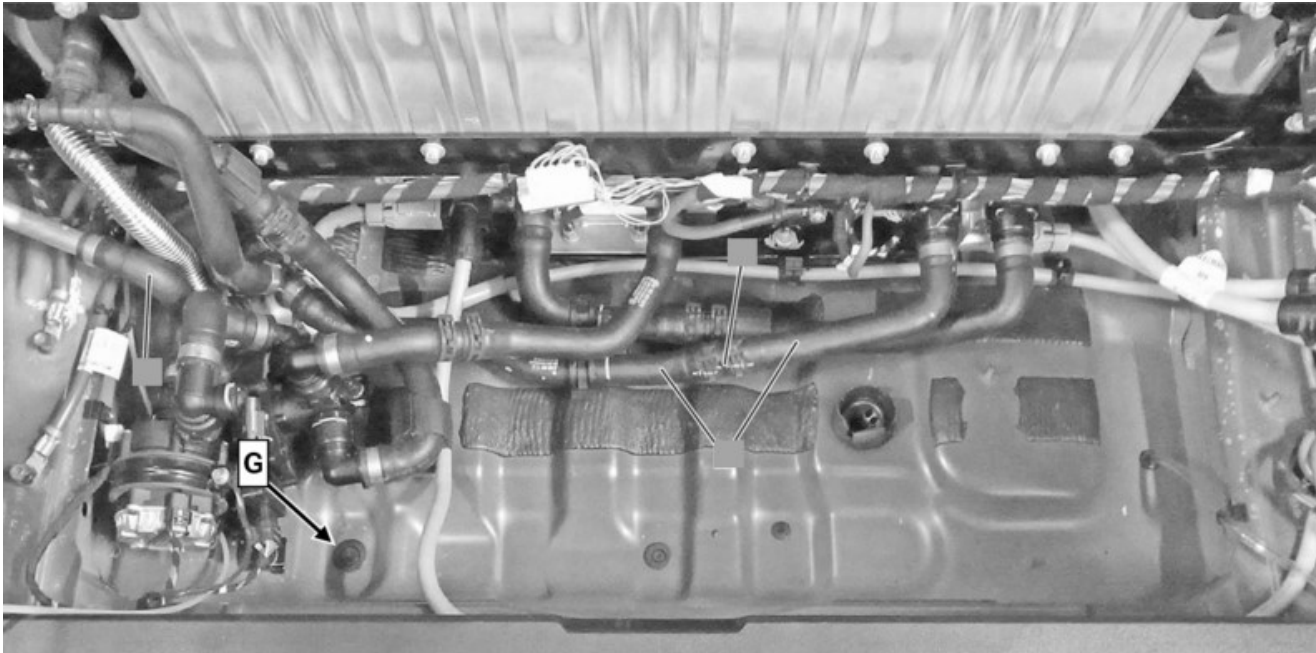


Figure 7, shown on hybrid model 166.063

2. Assemble in reverse order.

Work Procedure B

1. Replace fuel system control unit (**Figure 8**).

i For basic data, see AR47.20-P-5717GQ.



Figure 8

2. Assemble in reverse order.
-

Primary Parts Information

Qty.	Part Name	Part Number
1	Water drain grommet	A 000 998 86 06
As required (1*)	Fuel system control unit	*

* The fuel system control unit must be determined in accordance with the equipment variant for the vehicle identification number via the parts job in the Xentry Portal.

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.)
64 900 11	12-1582	Check spare wheel well All except hybrid model 166.063 Includes: Lift felt insert in left rear spare wheel well and check for humidity; retrofit water drain grommet (work procedure A).	0.1
	12-1582	Check spare wheel well in hybrid model 166.063 Includes: Remove load compartment shelf with vehicle tool kit, check spare wheel well for humidity, and retrofit water drain grommet (work procedure A).	0.3
	12-1583	Check fuel system control unit (spare wheel well checked) Includes: Lift felt insert in right front spare wheel well and check area of fuel system control unit for humidity.	0.1
	12-1584	Replace fuel system control unit (after check)	0.3
	02-4762*	Connect/disconnect diagnostic system (XENTRY Diagnosis)	0.1
	02-5058*	Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)	0.1
	12-1585	Extra work for: Check fuel system control unit in vehicles with high-voltage battery in hybrid model 166.063 Includes: Drain coolant of high-voltage battery cooling, perform power disconnect/commissioning, disconnect/connect ground line	4.0

* Invoice operation item only once for each workshop order.

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

i The following step applies to California dealers only.

Apply Proof of Correction Label (A 000 584 54 13) to area identified in **Figure A**. Fill in the blank areas of the label. The “Campaign No.” for the California Proof of Correction Label is unique and must be entered as such (22V955), your “Dealer Code”, and the “Date” of the repair, using a black permanent marker.

i Note: Clean bonding surface prior to affixing label.



Figure A

i The following step applies to California dealers only.

Provide the owner with the completed and signed Proof of Correction Certificate (A 000 584 42 14) (Figure B), after you scan a completed form and attach to the RO. The “Recall Number” for the California Proof of Correction Certificate is unique and must be entered as such (22V955).

Figure B

California Proof of Correction Parts Information

Qty.	Part Name	Part Number
1	Proof of Correction Certificate (CA Dealers Only)	A 000 584 42 14
1	Proof of Correction Label (CA Dealers Only)	A 000 584 54 13

Warranty Information (California dealers please submit on same RO as the campaign, on a separate line)

Damage Code	Operation Number	Description	Labor Time (hrs.)
212CA 00	02-0001	Apply Proof of Correction Label and completed Proof of Correction Certificate	0.1