



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

March 21, 2023

Mr. Greg Gunther  
Department Manager VCA  
Mercedes-Benz USA, LLC  
13470 International Parkway  
Jacksonville, FL 32218

NEF-107ES  
23V-177

**Subject:** Water Intrusion from AC Drain Hose May Cause Short

Dear Mr. Gunther:

This letter serves to acknowledge Mercedes-Benz USA, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

MERCEDES-BENZ/AMG GLE53/2021  
MERCEDES-BENZ/AMG GLE63/2021  
MERCEDES-BENZ/AMG GLS63/2021  
MERCEDES-BENZ/GLE350/2020-2021  
MERCEDES-BENZ/GLE450/2020-2021  
MERCEDES-BENZ/GLE580/2020  
MERCEDES-BENZ/GLS450/2020-2021  
MERCEDES-BENZ/GLS580/2020-2021  
MERCEDES-BENZ/MAYBACH GLS600/2021

**Mfr's Report Date:** March 17, 2023

**NHTSA Campaign Number:** 23V-177

**Components:**

VISIBILITY:DEFROSTER/DEFOGGER/HVAC SYSTEM

**Potential Number of Units Affected:** 61,450

**Problem Description:**

Mercedes-Benz USA, LLC (MBUSA) is recalling certain 2020-2021 GLE350, GLE450, GLS450, GLS580, 2021 AMG GLE53, AMG GLE63, Maybach GLS600, AMG GLS63, and 2020 GLE580 vehicles. The air conditioner drain hoses may have been incorrectly installed, causing water to drain into the passenger compartment.

**Consequence:**

Water intrusion into the foot wells may cause corrosion and/or short circuits to electrical components, increasing the risk of fire. In addition, the emergency call (eCall) feature may be disabled and the doors may not unlock, increasing the risk of injury. Also, the engine may not start or may enter a limp-home mode, increasing the risk of a crash.

**Remedy:**

Dealers will inspect and reinstall the air conditioner drain hoses, as necessary, free of charge. Owner notification letters are expected to be mailed May 16, 2023. Owners may contact MBUSA customer service at 1-800-367-6372. This recall is an expansion of recall numbers 21V-288 and 19V-587.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Mercedes-Benz USA, LLC's contact for this recall will be Emily C. Smith who may be reached by email at [emily.c.smith@dot.gov](mailto:emily.c.smith@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement