

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 Launch Notification Check Installation of Air Conditioning Drain Hoses MY20-21 GLE, GLS (167 platform)	DATE: April 6, 2023

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

Department Manager, Vehicle Compliance & Analysis



Recall Campaign Launch Notification			April 6, 2023
Campaign No. :	NHTSA ID	Campaign Desc. :	Check Installation of Air Conditioning Drain Hoses
2023030014	23V177	23P8392005	
2023030015		22P8391109	
<p>This is to notify you of a Recall Campaign Launch to check the installation of the air conditioning drain hoses on 61,450 Model Year (“MY”) 2020-2021 GLE and GLS (167 platform) vehicles. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as “OPEN” on April 6, 2023.</p>			
Background			
Issue	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2020-2021 GLE and GLS (167 platform) 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.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealership will check the air conditioning drain hoses and correct their installation, if necessary.</p>		
Parts	Remedy is not available at this time.		
Vehicles Affected			
Vehicle Model Year(s)	2020-2021		
Vehicle Model	GLE, GLS		
Vehicle Populations			
Total Recall Population	61,450		
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 Xentry. 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 April 28, 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.		
Customer Reimbursement	Customer reimbursement is being offered for this campaign.		
<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>			



Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2023030015, April 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE and GLS (167 platform)**
Model Year 2020

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 GLE and GLS (167 platform) 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 dealership will check the air conditioning drain hoses and correct their installation, if necessary.

Prior to performing this Campaign:

- VMI must 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 2,911 vehicles are affected.

Order No. P-RC-2023030015

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.

Recall Campaign Bulletin

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Check condensation drain hose at right and left of air conditioning system, rework if necessary

Check/test procedure A

1. Release floor covering in footwell on driver's side 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.***

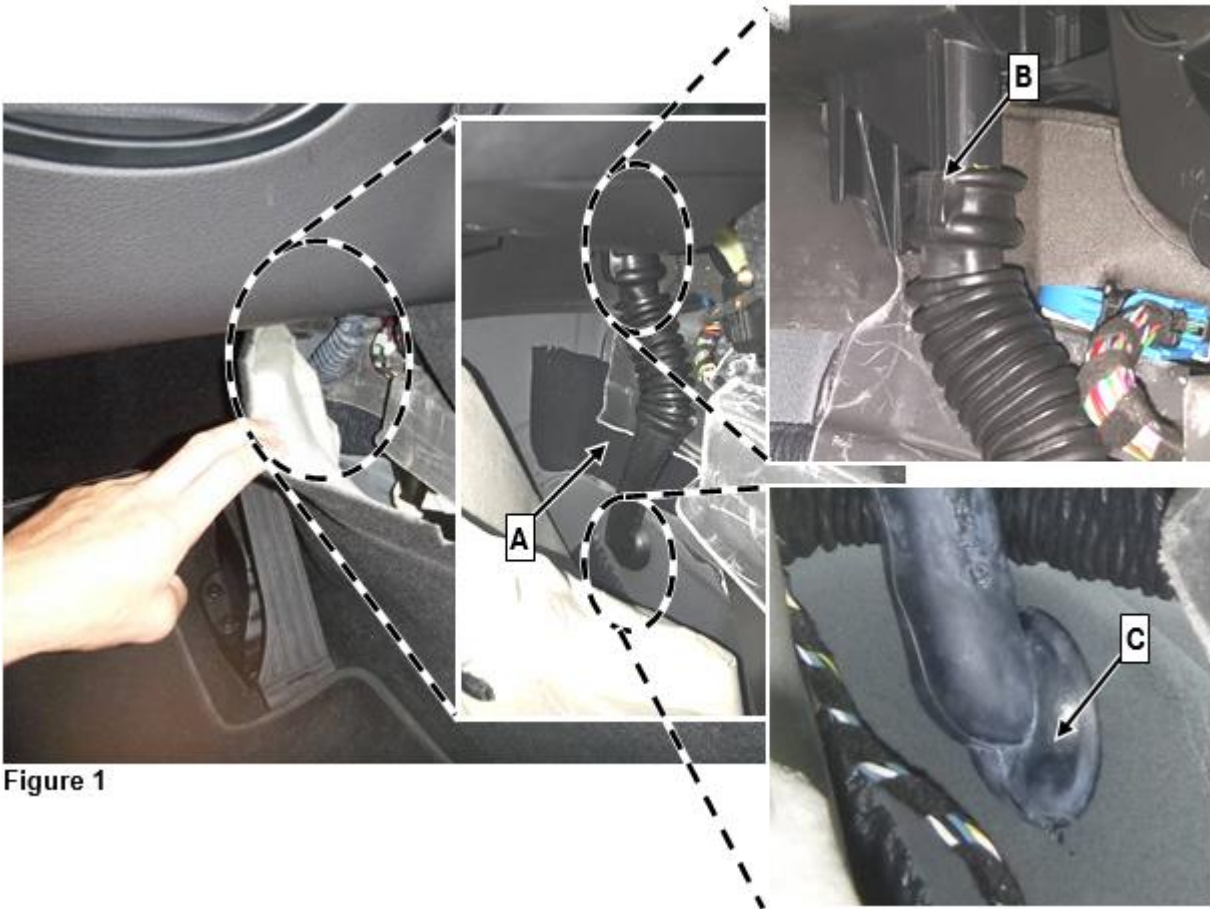


Figure 1

- a. Condensation drain hose ***not*** fastened correctly, or traces of water present: Carry out **check/test procedure B**.
- b. Condensation drain hose fastened correctly, with ***no visible or noticeable traces of water.*** **End measure.**

Check/test procedure B

1. Remove front floor covering and covers above the electrical assemblies in the footwell of the incorrectly mounted drain hose. (Figure 2)
 - i** Remove corresponding driver's seat and/or front passenger seat.
 - i** For basic data on removing the front floor covering on the front passenger side, see AR68.80-P-0008ME.
 - i** For basic data on removing the front floor covering on the driver's side, see AR68.80-P-0007ME.



Figure 2

2. Check accessible electrical connections for moisture/water and/or 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**.

Work procedure A

1. In case of **slight** dampness and **no** visible traces of corrosion: dry out footwell, electrical connectors, and floor covering.
2. Mount drain hose for condensation correctly.
 - 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.
3. Assemble in reverse order.

Work procedure B

1. In the case of **heavy** water entry or if the floor recesses are filled with water, all damaged relevant parts must be replaced.
2. Mount drain hose for condensation correctly.
 - 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.
3. Assemble in reverse order.

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.)
83 911 09	12-1668	Check condensation drain hose at right and left of air conditioning system	0.1
	12-1669*	Expose footwell (after check) Includes: Fasten condensation drain hose correctly	1.3
	12-1670*	Dry footwell (footwell exposed)	ZM
	12-1671	Replace affected parts (footwell exposed)	ZM

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

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.*