

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 Inspect Mounting of Rear Door Trim Bars MY22-23 GLE and GLS (167 and X167 platform)	DATE: April 21, 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 21, 2023
Campaign No. :	NHTSA ID	Campaign Desc. :	Inspect Mounting of Rear Door Trim Bars
2023040011	23V178	23P7490003	
<p>This is to notify you of a Recall Campaign Launch to inspect the mounting of the rear door trim bars on 70,225 Model Year (“MY”) 2022-2023 GLE and GLS (167 and X167 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 21, 2023.</p>			
Background			
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2022-2023 GLE and GLS (167 and X167 platform) vehicles, the fastening of the rear door window trim bars might not meet current production specifications. Under certain driving conditions, the trim bar might separate from the vehicle while driving. This might pose a risk of injury for other road users and increase the risk of a crash.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealership will inspect the installation of the trim bars on the rear door windows and rework them, if necessary.		
Parts	The remedy is available and can be performed.		
Vehicles Affected			
Vehicle Model Year(s)	2022-2023		
Vehicle Model	GLE and GLS		
Vehicle Populations			
Total Recall Population	70,225		
Total Vehicles in Dealer Inventory	974		
<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 NetStar VMI and Xentry Portal. 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 vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed on May 5, 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. 2023040011, April 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models GLE and GLS (167, X167 platform)**
Model Year 2022-2023

Inspect Mounting of Rear Door Trim Bar

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2022-2023 GLE and GLS (167 and X167 platform) vehicles, the fastening of the rear door window trim bars might not meet current production specifications. Under certain driving conditions, the trim bar might separate from the vehicle while driving. This might pose a risk of injury for other road users and increase the risk of a crash. An authorized Mercedes-Benz dealership will inspect the installation of the trim bars on the rear door windows and rework them, 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 70,225 vehicles are affected.

Order No. P-RC-2023040011

Recall Campaign Bulletin

Recall Campaign Bulletin

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Inspect Mounting of Rear Door Trim Bar

Inspect/test procedure A

1. Lower side window on the right and left rear doors.
2. Check whether right and left window dividers (A, Figure 1) are seated tightly.
 - i** To do so, grasp the window divider in the upper area with your hand (Figure 1) and support it with your thumb on the fixed window (see Figure 2). Then pull the window divider outward carefully (**approx. 100 N / 22.5lbs of force**) to check whether it is seated tightly.
 - i** The window divider must **not** work loose.Ensure that the window divider is **not** jammed under the trim bar on the window frame (B, Figure 2). This could cause a test error with regard to the holding ability of the trim element on the window divider. A gap of 1 mm from the window divider (A) to the window frame (B) is normal.

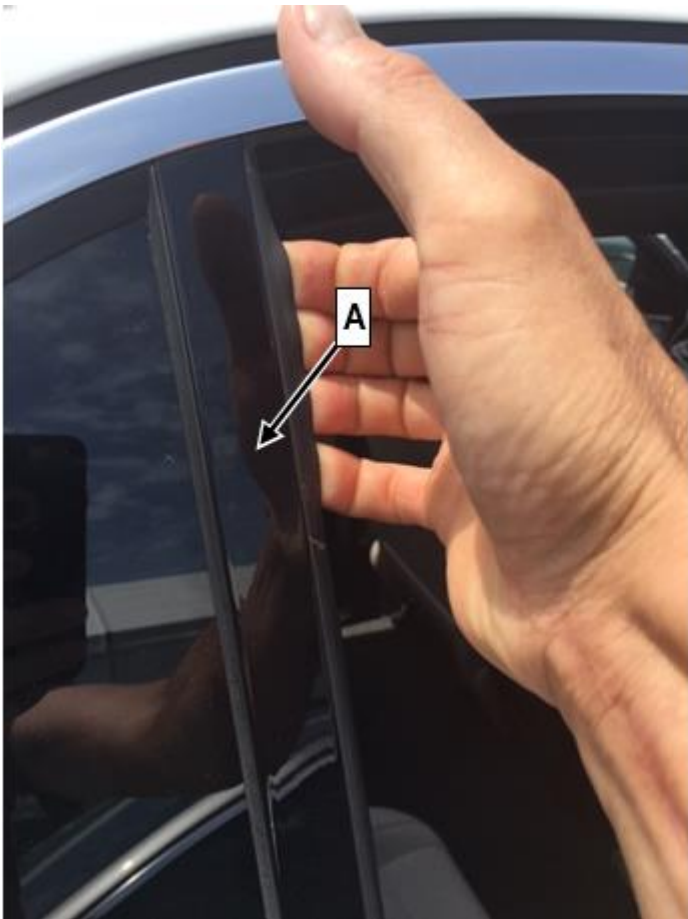


Figure 1

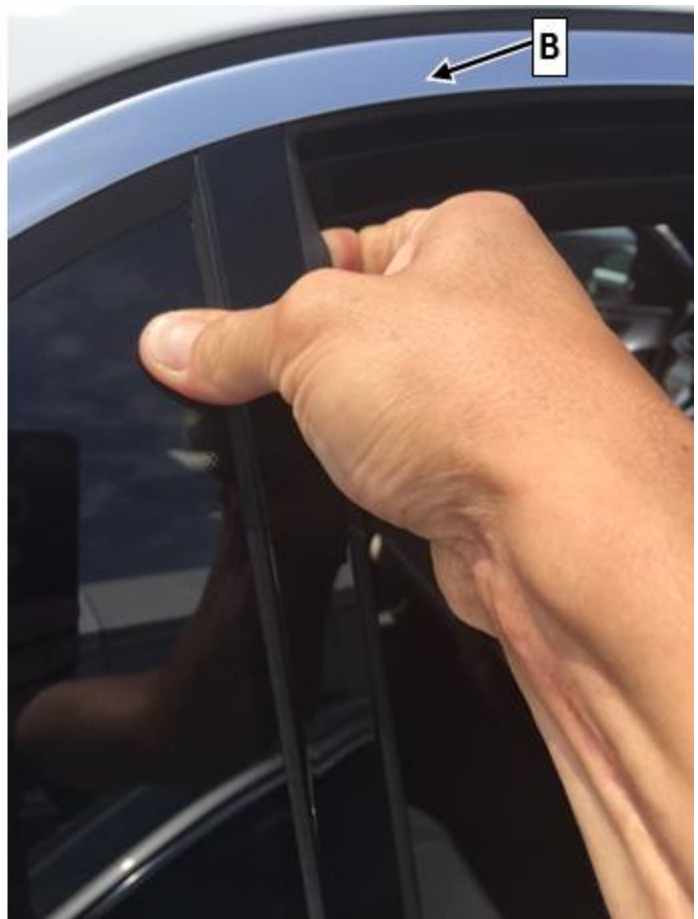


Figure 2

- a. Window divider (A) works loose: Carry out **inspect/test procedure B**.
- b. Window divider (A) does **not** work loose: **End measure**.

Inspect/test procedure B

i If window divider is loose.

1. Remove window divider completely and check **holder for window divider** on frame of triangular window.

i If no damage is visible, reinstall window divider and check again whether it is tightly seated

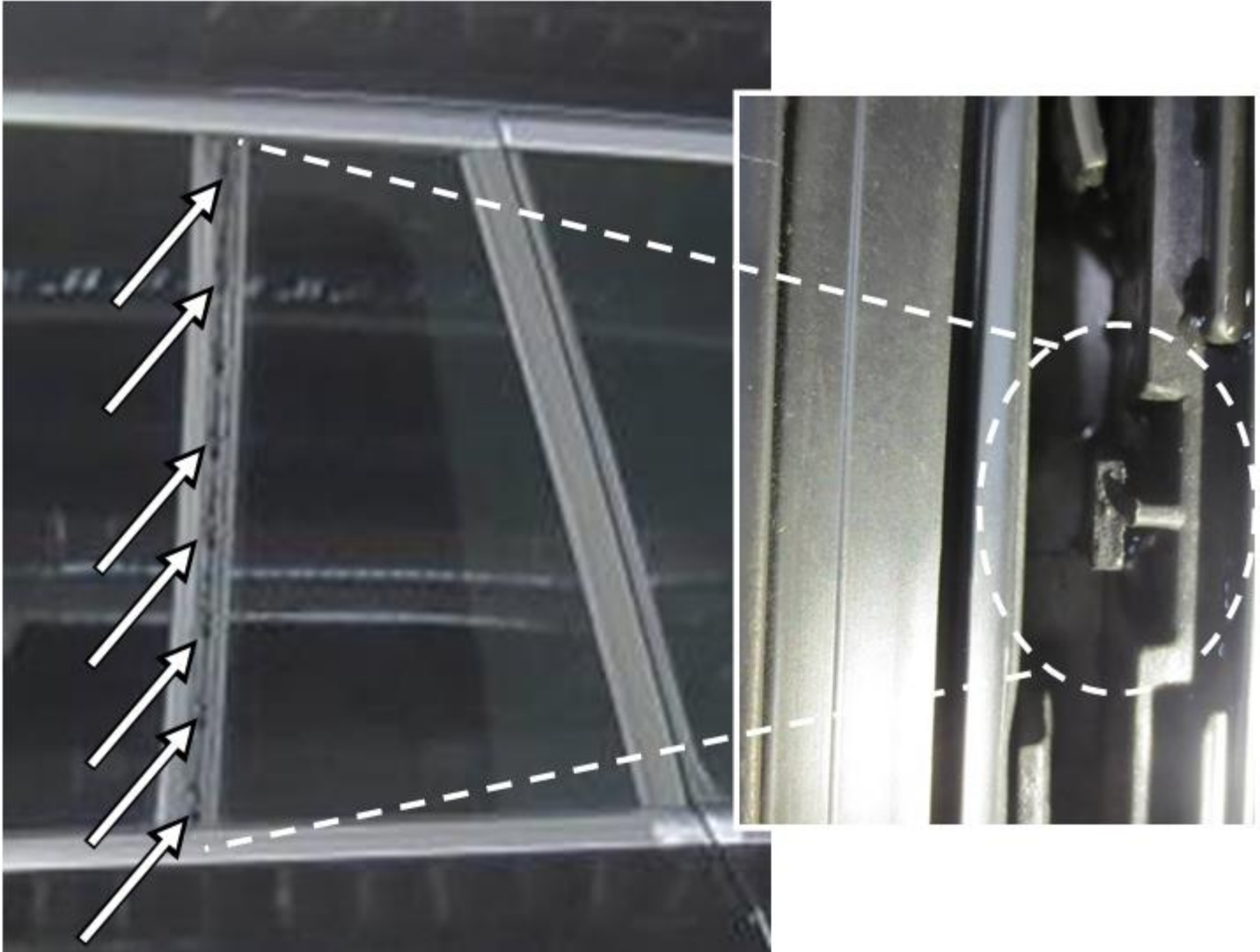


Figure 3

a. Holder for window divider broken: Carry out **work procedure**.

b. Holder for window divider **not** broken: **End measure**.

i **Includes:** Re-assembly of window divider

Work Procedure

1. Replace corresponding triangular window of rear door with loose window divider.

i One or multiple holders for the window divider on the frame of the triangular window are broken (Figure 4).



Figure 4

Primary Parts Information

Qty.	Part Name	Part Number
As required (1)	Triangular window of left rear door	*
As required (1)	Triangular window of right rear door	*

* Determine the triangular window of the rear door according to the vehicle identification number in 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.)
74 900 03	02-0153	Check window divider on left and right rear doors Check/test procedure A	0.1
	02-0154*	Rework window divider on rear door (after check) Note: If the window divider is loose and none of the holders are broken – check/test procedure B	0.1
	02-0155*	Replace triangular window of rear door (after check) Note: If the window divider is loose and the holders are broken	1.5
	02-0156	Extra work for: Replace triangular window of rear door in vehicle with roller sunblind	0.3

* This operation item is to be used as frequently 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.