

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: <b>Recall Campaign Launch Notification</b> <b>Update ESP Control Unit Software</b> <b>MY24 GLE (167)</b>	DATE: February 9, 2024

## **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

Senior Manager, Vehicle Compliance & Analysis



Recall Campaign Launch Notification			February 9, 2024
Campaign No.:	NHTSA ID	Campaign Desc. :	<b>Update ESP Control Unit Software</b>
2024010002	23V807	23P5496340	
<p>This is to notify you of the <b>Recall Campaign Launch</b> to update the ESP control unit software in <b>2,797</b> Model Year (“MY”) 2024 GLE (167 platform) vehicles. The recall campaign will be visible on the www.NHTSA.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as “OPEN” on <b>February 9, 2024</b>.</p>			
Background			
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY24 GLE Plug-in-Hybrid (167 platform) vehicles, the brake force boost by the ESP control unit might not meet current production specifications. Under specific conditions, such as driving in full electric mode during wet weather conditions, the required brake pedal force might be increased. If the driver does not apply the increased brake pedal force, the braking distance might be temporarily extended, which could increase the risk of a crash.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the ESP control unit software in the affected vehicles.		
Parts	<b>The remedy is available and can be performed.</b>		
Vehicles Affected			
Vehicle Model Year(s)	2024		
Vehicle Model	GLE 450e		
Vehicle Populations			
Total Recall Population	2,797		
Total Vehicles in Dealer Inventory	248		
<p><b>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.</b></p> <p><b>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).</b></p> <p><b>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.</b></p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed on or before February 29, 2024.		
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 not 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. 2024010002, February 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE Plug-in-Hybrid (167 platform)**  
**Model Year 2024**

**Update ESP Control Unit Software**

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY24 GLE Plug-in-Hybrid (167 platform) vehicles, the brake force boost by the ESP control unit might not meet current production specifications. Under specific conditions, such as driving in full electric mode during wet weather conditions, the required brake pedal force might be increased. If the driver does not apply the increased brake pedal force, the braking distance might be temporarily extended, which could increase the risk of a crash. An authorized Mercedes-Benz dealer will update the ESP control unit software in the affected vehicles.

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 2,797 vehicles are affected.

Order No. P-RC-2024010002

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## Update ESP Control Unit Software

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- i** • Always use the **latest** XENTRY Diagnosis software release with all available add-ons.
- Follow the operation steps exactly as described in XENTRY Diagnosis.
- Use a charger to ensure sufficient power supply to the vehicle's **on-board electrical battery system** (greater than 12.5 V).
- If XENTRY Diagnosis is already connected to the vehicle, start with **Work Procedure Step 2**.

**i** If two or more software updates or SCN codings are performed during a single workshop visit, operation items **02-4762** and **02-5058** may be invoiced **only on one of the workshop orders**.

### Work Procedure

1. Connect XENTRY Diagnosis.
2. Update **Electronic Stability Program (ESP®) (N30/4)** control unit software.

**i** To do this, select menu item "Quick test view → N30/4 – Electronic Stability Program (ESP®) → Adaptations → Control unit update → Update of control unit software".

**i** Then follow the user guidance in XENTRY Diagnosis.

3. Disconnect XENTRY Diagnosis.

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**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.)
54 963 40	02-9334	Update <b>Electronic Stability Program (ESP®) (N30/4)</b> control unit software (XENTRY Diagnosis connected)	0.1
	02-4762*	Connect/disconnect diagnostic system. (XENTRY Diagnosis)	0.1
	02-5058*	Connect/disconnect starter battery charger. (with XENTRY Diagnosis connected)	0.1

\* 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.*