

Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2023030014, April 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE and GLS (167 platform)**
Model Year 2020-2021

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”) 2020-2021 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. 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 58,539 vehicles are affected.

Order No. P-RC-2023030014

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.

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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.***

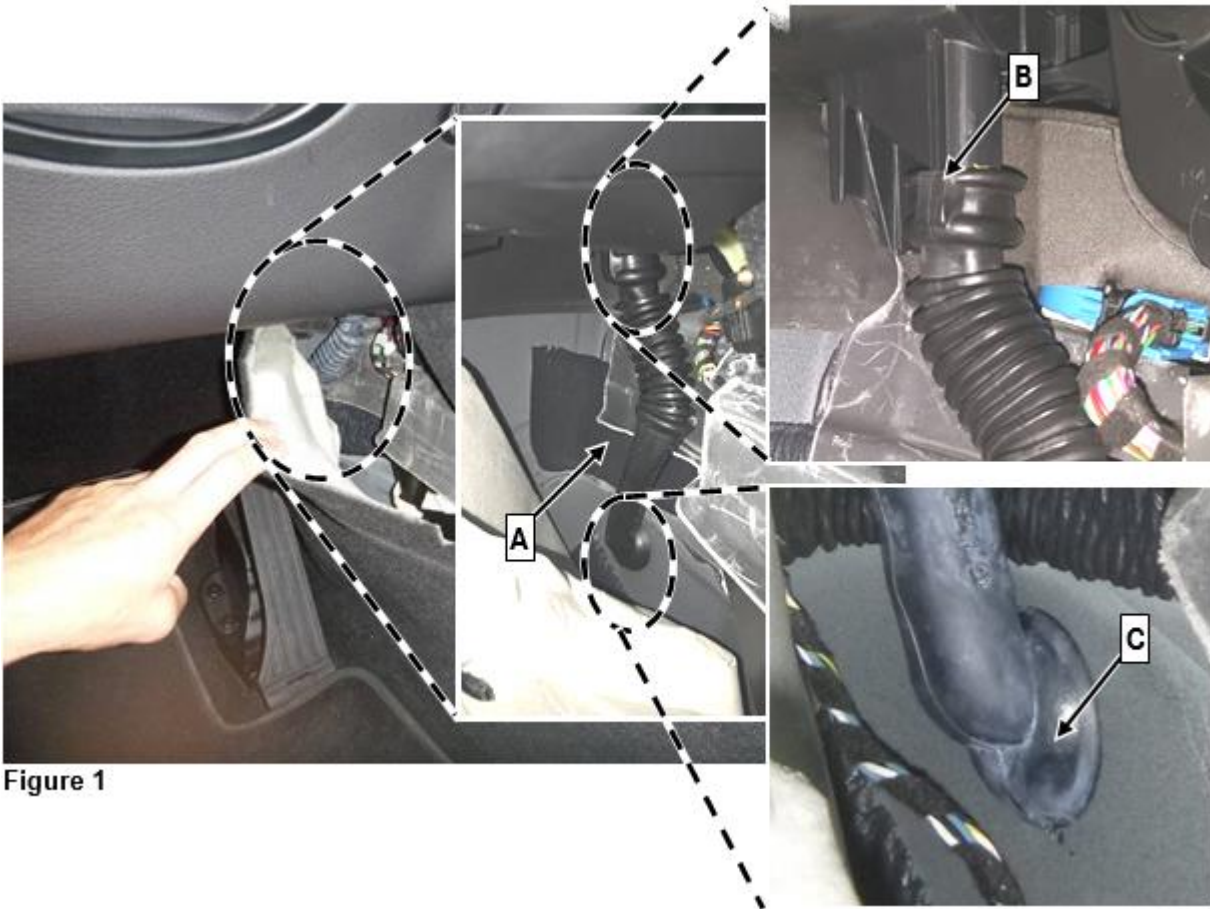


Figure 1

- 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.)
83 920 05	12-1664	Check condensation drain hose at right and left of air conditioning system	0.1
	12-1665*	Expose footwell (after check) Includes: Fasten condensation drain hose correctly	1.3
	12-1666*	Dry footwell (footwell exposed)	ZM
	12-1667	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.*