

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: Recall Campaign Initial Notification Update Transmission Control Unit Software MY20-23 GLE/GLS (167)	DATE: February 23, 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 Initial Notification			February 23, 2024
Campaign No. :	NHTSA ID	Campaign Desc. :	Update Transmission Control Unit Software
TBA	24V118	24P2197670	
<p>This is to notify you of the new Recall Campaign to update the transmission control unit software in 104,851 Model Year (“MY”) 2020-2023 GLE/GLS (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 “PENDING” on February 23, 2024.</p>			
Background			
Issue	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2020–2023 GLE/GLS (167 platform) vehicles equipped with the 6-cylinder gasoline engine and 9-speed transmission, the transmission control unit software might not meet current production specifications. If a downshift of the transmission from 7th to 6th gear is not fully completed during a simultaneous slight braking maneuver of the vehicle, and additional conditions exist (e.g. aborted shift operation, low transmission oil temperature, simultaneous recuperation by the 48V starter-alternator), the engine might stall. In that event, the vehicle would lose propulsion which could increase the risk of a crash. When the vehicle comes to a standstill the engine can be restarted. This occurrence does not affect the functionality of the vehicle’s steering and braking systems.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will update the transmission control unit software on the potentially affected vehicles.</p>		
Parts	<p>Remedy is not available at this time.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2020-2023		
Vehicle Model	GLE/GLS		
Vehicle Populations			
Total Recall Population	104,851		
Total Vehicles in Dealer Inventory	449		
<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 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 16, 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>			

