

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 Launch Notification Check 48V Ground Connection under Passenger Seat MY19-24 GLE and GLS (167 platform)	DATE: April 12, 2024

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

Senior Manager, Vehicle Compliance & Analysis



Recall Campaign Launch Notification

April 12, 2024

Campaign No. :

NHTSA ID/CA
DMV :

Campaign Desc. :

Check 48V Ground Connection
under Passenger Seat

2024040002

24V207

24P9190101

This is to notify you of the **Recall Campaign Launch** to check the 48V ground connection under the passenger seat on **116,020** Model Year (“MY”) 2019-2024 GLE and 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 “OPEN” on **April 12, 2024**.

Background

Issue

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain GLE and GLS (167 platform) vehicles, the 48V ground connection under the passenger seat might have become loose. In this case, the ground cable lug would not be secured correctly. Subsequently, the electric resistance of the connection might increase. In combination with the high electrical currents potentially flowing through this connection, the temperature in this area might increase. As a consequence, a risk of fire cannot be ruled out completely.

What We're Doing

MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the fastening of the ground connection on the affected vehicles and correct it, if necessary.

Parts

The remedy is available and can be performed.

Vehicles Affected

Vehicle Model Year(s)

2019-2024

Vehicle Model

GLE and GLS

Vehicle Populations

Total Recall Population

116,020

Total Vehicles in Dealer Inventory

86

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.

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).

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.

Notice to California Dealers: As required by 13 CCR 2117, a proof of correction (“POC”) certificate showing that the vehicle has been repaired under this recall must be issued by the dealer, and that such a certificate may be required by California as a condition of vehicle re-registration or operation. Please reference this POC in the attached work instructions. Failure to complete this step may result in fines and penalties and lead to customer dissatisfaction.

Next Steps/Notes

Customer Notification Timeline

Customer letters will be mailed on approximately May 3, 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 being offered for this campaign.



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



Campaign No. 2024040002, April 2024

Revision A: 9/6/2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE/GLS (167 platform)**
Model Year 2019 – 2024

Check 48V Ground Connection on Passenger Seat

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2019-2024 GLE and GLS (167 platform) vehicles, the 48V ground connection under the passenger seat might have become loose. In this case, the ground cable lug would not be secured correctly. Subsequently, the electric resistance of the connection might increase. In combination with the high electrical currents potentially flowing through this connection, the temperature in this area might increase. As a consequence, a risk of fire cannot be ruled out completely. An authorized Mercedes-Benz dealer will check the bolting of the ground connection on the affected vehicles and correct it, 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 116,020 vehicles are affected.

Order No. P-RC-2024040002

Recall Campaign Bulletin

Check 48V Ground Connection on Passenger Seat

Modification note:

- Parts table expanded and note for parts determination added

Check/Test Procedure




1. Place vehicle key outside of radio range.
2. Unscrew front passenger seat and tilt forward slightly (**Figure 1**).
 -  Screw, front seat to vehicle floor: **50 Nm**.
 -  The front seat remains in the vehicle with the wiring harness connected.
 -  For basic data, see **AR91.10-P-1000ME**.



Figure 1

3. Lift floor covering above ground point "W106/1" (**Figure 2, A**) for 48 V on-board electrical system battery.



Figure 2

4. Disconnect and check screw connection of electrical wiring harness of 48 V on-board electrical system battery of "W106/1" ground point on body (**Figure 3**).

- i** Ensure 12 V on-board electrical system battery ground is still disconnected!
- i** Inspect ground connection for traces of thermal overload or damage (**Figure 4**).

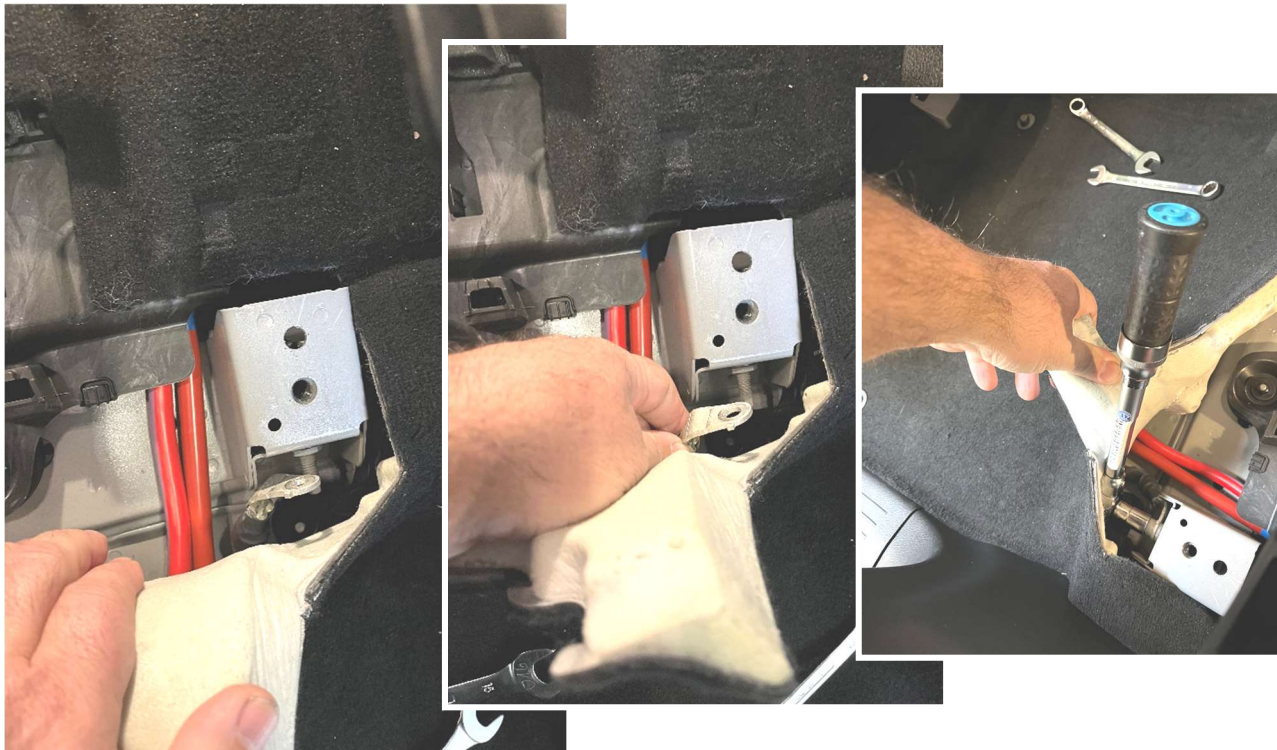


Figure 3



Figure 4 (not OK image)

- a. If **traces of thermal overload or damage** are **present** on the wiring harness at the "W106/1" ground point:
Carry out **Work Procedures A and B**.
NOTE: Capture photos of the damage present on the wiring harness to be included in Warranty claim
- b. If **traces of thermal overload or damage** are **not present** on the wiring harness at the "W106/1" ground point:
Carry out **Work Procedure B**.

Work Procedure A

1. Replace electrical wiring harness from "W106/1" ground point to 48 V on-board electrical system battery (**Figure 5**).



Thoroughly clean area affected by thermal overload or damage.



If the ground bolt also displays traces of thermal overload or damage, the ground bolt must be replaced.



See **AR60.00-P-0100A** "Attach ground point to body" (please take the bolt part number from here).



If traces of thermal overload or damage are present on the surrounding component parts, such as the floor covering, these component parts must be replaced.

NOTE: Capture photos of damaged component parts to be included in Warranty claim

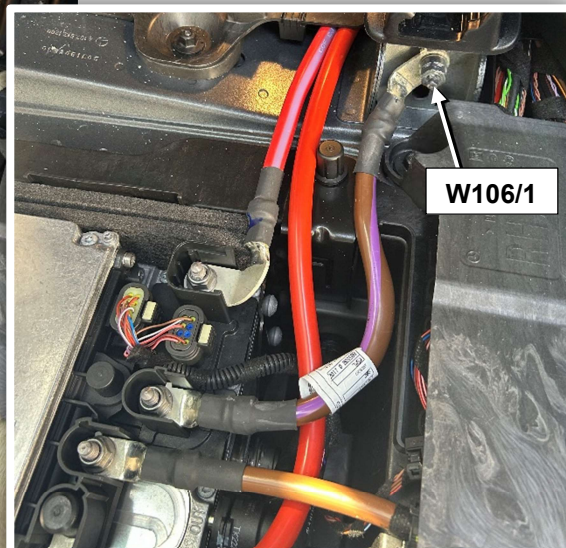





Figure 5


Work Procedure B


1. Connect electrical wiring harness of 48 V on-board electrical system battery to "W106/1" ground point.
 -  Torque of screw connection, electrical wiring harness to "W106/1" ground point: **20 Nm**.
 -  Torque of screw connection, ground harness to 48 V on-board electrical system battery: **16 Nm**.
 -  During installation of the electrical wiring harness to the "W106/1" ground point, ensure the contact surface is clean and free of damage at connection points.
2. Assemble in reverse order.
3. Connect XENTRY Diagnosis.
4. Perform quick test and clear fault memory.
5. Disconnect XENTRY Diagnosis.

Primary Parts Information

Qty.	Part Name	Part Number
As required (1)	Wiring Harness	A 167 540 19 08*
As required (1)	Wiring Harness	A 167 540 37 20*

* Determine the required wiring harness for the vehicle identification number (VIN) in XENTRY Portal Parts Information > Design group 54 > Sub-group 545 – Frame Floor Unit Main Cable Harness > Image number 820.

 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.


 **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.)
91 901 01	12-2085	Check screw connection of electrical wiring harness of 48 V on-board electrical system battery Includes: Unfasten/fasten front seat, lift floor covering above ground point W106/1, and carry out Work Procedure B with quick test.	0.6
	12-2086**	Replace wiring harness for 48 V on-board electrical system battery (after check)	ZM
	12-2087**	Replace affected component part (after check)	ZM
	02-5058*	Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)	0.1

* Invoice operation item only once for each workshop order.

** Claims requiring pictures per respective OP-Code will be subject to denial

 **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.

i The following step applies to California dealers only.

Apply Proof of Correction Label (**A 000 584 54 13**) to area identified in **Figure 1**. Fill in the blank areas of the label. The “**Campaign No.**” for the California Proof of Correction is unique and must be entered as such (**24V207**), your “**Dealer Code**”, and the “**Date**” of the repair, using a black permanent marker.

i Note: Clean bonding surface prior to affixing label.



Figure 1

i The following step applies to California dealers only.

Provide the owner with the completed and signed Proof of Correction Certificate (**A 000 584 42 14**) (**Figure 2**), after you scan a completed form and attach to the RO. The recall number for the California Proof of Correction Certificate is unique and must be entered as such (**24V207**).

Vehicle Emission Recall - Proof of Correction				
License Number	Make	Year Model	Body Type	Vehicle Identification Number
Manufacturer			Recall Number	
The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws.				
Dealer's Name		Address, City, State and Zip		
Date	Dealership's Authorized Signature			
	X			
Please use California Campaign Number as mentioned in the work instructions.				
Return this certificate to DMV <u>only</u> when required - otherwise retain for your records.				

Figure 2

California Proof of Correction Parts Information

Qty.	Part Name	Part Number
1	Proof of Correction Certificate (CA Dealers Only)	A 000 584 42 14
1	Proof of Correction Label (CA Dealers Only)	A 000 584 54 13

Warranty Information (California dealers please submit claim on a separate line of the same RO as the campaign)

Damage Code	Operation Number	Description	Labor Time (hrs.)
212CA 00	02-0001	Apply Proof of Correction Label and completed Proof of Correction Certificate	0.1