

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: <b>Recall Campaign Initial Notification</b> <b>Passenger-side Airbag (PSAB) Incomplete Deployment</b> <b>MY20 167 (GLE-Class)</b>	DATE: June 21, 2019

**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

Department Manager, Vehicle Compliance & Analysis



Campaign No. :	NHTSA ID	Campaign Desc. :	PSAB Incomplete Deployment
TBA	19V458	PEND PSAB INC DEP	
<p>This is to notify you of a new <b>Recall Campaign</b> regarding incorrect folding of the passenger airbag on <b>11</b> Model Year (“MY”) 2020 GLE-Class (167 platform) vehicles. The recall campaign will be visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. Affected VINs will be flagged in VMI as “PENDING” on June 21, 2019.</p>			
<b>Background</b>			
<b>Issue</b>	Daimler AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2020 GLE-Class vehicles (167 platform), the deployment of the passenger airbag might not meet specifications. At extreme temperatures in the passenger compartment (over +85°C/ 185°F) there may be a delay in the deployment of the airbag or it may not completely deploy. In the event of a crash where the passenger airbag is activated, the performance of the airbag might be impaired. This might lead to an increase risk of injury for the front passenger.		
<b>What We’re Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the front passenger airbag module on the affected vehicles.		
<b>Parts</b>	Parts are not yet available. An additional notification will be sent once the parts are available for repairs.		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2020		
<b>Vehicle Model</b>	GLE-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	11		
<b>Total Vehicles in Dealer Inventory</b>	0		
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY20 GLE-Class 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 Star TekInfo Once the repair is complete, the vehicle may be sold or leased.</b></p> <p style="text-align: center;"><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</b></p> <p><b>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY20 GLE-Class vehicles covered by this notification until the vehicle has been repaired.</b></p>			
<b>Next Steps/Notes</b>			
<b>Customer Notification Timeline</b>	Customer letters will be mailed approximately one week after the remedy becomes available.		
<b>AOMS/SOMS</b>	AOMs - This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
<b>Rental Fleet Partners</b>	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.		
<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>			

