

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 Launch Notification</b> <b>Replace Passenger-side Airbag (PSAB) Module</b> <b>MY20 167 (GLE-Class)</b>	DATE: August 14, 2019

**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

Department Manager, Vehicle Compliance & Analysis



Recall Campaign Launch Notification			August 14, 2019
Campaign No. :	NHTSA ID	Campaign Desc. :	Replace PSAB Module
2019070011	19V458	19P9193001	
<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 “OPEN” on August 14, 2019.</p>			
Background			
Issue	<p>Daimler AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2020 GLE-Class vehicles (167 platform), the timing of and/or 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.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the front passenger airbag module on the affected vehicles.</p>		
Parts	<p>Parts are available and can be ordered as necessary.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2020		
Vehicle Model	GLE-Class		
Vehicle Populations			
Total Recall Population	11		
Total Vehicles in Dealer Inventory	1		
<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><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 MY20 GLE-Class vehicles covered by this notification until the vehicle has been repaired.</b></p>			
Next Steps/Notes			
Customer Notification Timeline	<p>Customer letters will not be mailed for this topic since none of the affected vehicles have been retailed to customers.</p>		
AOMS/SOMS	<p>AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.</p>		
Rental Fleet Partners	<p>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>		
<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>			





Mercedes-Benz

Campaign No. 2019070011, August 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE-Class vehicles (167 platform)**  
**Model Year 2020**  
**PSAB Incomplete Deployment**

Daimler AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020 GLE-Class vehicles (167 platform), the timing of and/or 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. An authorized Mercedes-Benz dealer will replace the front passenger airbag module on the affected vehicles.

Prior to performing this Recall Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired. Always Check VMI for any open campaigns, and perform accordingly.
- Please review the entire Recall Campaign bulletin and follow the repair procedure exactly as described.

Please note that Recall Campaigns do not expire and may also be performed on a vehicle with a vehicle status indicator.

Approximately 11 vehicles are involved.

Order No. P-RC-2019070011

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.

**i** Before beginning work, **no SRS fault message** may be **present** in the instrument cluster.

**i** If a SRS fault message is present before beginning work, it must be rectified.  
The **fault rectification** may **not be invoiced together with the recall**.

**Work procedure**

1. Disconnect ground line from the on-board electrical system battery.
2. Replace front passenger airbag (AR91.60-P-0664ME).
3. Connect ground line to on-board electrical system battery.
4. Switch ignition to position 1. To do so, press start button once without touching the brake pedal. Check if the airbag indicator lamp (A, Figure 1 or 2) goes off permanently after a few seconds.

**i** The SRS check after airbag replacement verifies correct installation.



Figure 1



Figure 2

**Primary Parts Information**

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Front passenger airbag	A 167 860 78 01	100%

**Warranty Information**

**Operation:** Replace front passenger airbag (02-1132)  
**Includes:** Disconnect and connect ground line of on-board electrical system battery.

Damage Code	Operation Number	Labor Time (hrs.)
91 930 01 7	02-1132	1.0

**i Note**  
Operation Number labor times are subject to change.