

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>Water Ingress into Right Side of Passenger Compartment</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. :	Right Side Water Ingress
TBA	19V459	PEND WTR INGR	

This is to notify you of a new **Recall Campaign** regarding the potential of water ingress into the right side of the passenger compartment on **753** Model Year (“MY”) 2020 GLE-Class (167 platform) vehicles. The recall campaign will be visible on the [www.safercar.gov](http://www.safercar.gov) website and may generate questions from customers. Affected VINs will be flagged in VMI as “PENDING” on June 21, 2019.

**Background**

<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), a welding stud on the main floor may not have been welded according to specification. As a result, a small hole may be present in the main floor in the vehicle’s underbody. If the vehicle were to attempt to cross standing water over 15 inches deep, some water could enter the vehicle passenger compartment via the hole in the main floor on the right-side of the vehicle. If sufficient amounts of water enter the vehicle, several electrical contacts could be affected, impacting their functionality. Additionally, a risk of engine stalling cannot be ruled out, increasing the risk of a crash.
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<b>What We’re Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will seal the hole in the main floor on the affected vehicles.
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<b>Parts</b>	<b>Parts are not yet available. An additional notification will be sent once the parts are available for repairs.</b>
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**Vehicles Affected**

<b>Vehicle Model Year(s)</b>	2020
<b>Vehicle Model</b>	GLE-Class

**Vehicle Populations**

<b>Total Recall Population</b>	753
<b>Total Vehicles in Dealer Inventory</b>	15

**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.**

**Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.**

**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.**

**Next Steps/Notes**

<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.

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.

