

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: Recall Campaign Launch Notification Rework Air Conditioning (AC) Drain Hose MY20 GLE-Class (167 Platform)	DATE: August 28, 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 28, 2019
Campaign No. :	NHTSA ID	Campaign Desc. :	Rework AC Drain Hose
2019080005	19V587	19P8391101	
<p>This is to notify you of a new Recall Campaign regarding the installation of the air conditioning drain hoses on 17,755 Model Year (“MY”) 2020 GLE-Class (167 platform) vehicles. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as “OPEN” on August 28, 2019.</p>			
Background			
Issue	<p>Daimler AG (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2020 GLE-Class vehicles, (167 platform) the air conditioning drain hoses might be incorrectly installed in the vehicle. In this case, condensation water from the air conditioning system might enter the passenger compartment. If a significant volume of condensation water enters the driver and passenger side foot wells, it could cause corrosion and/or short circuits to the electrical components installed in this area, thereby increasing the risk of fire. In addition, the performance of other features of the vehicle could be affected. For example, availability of the automatic emergency call (eCall); unlocking and/or starting; and activation of the engine limp-home mode during driving. The impact on these features could increase the potential risk of injury or a crash.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the air conditioning drain hoses and rework, if necessary.</p>		
Parts	<p>Parts are not required; remedy involves a rework of the AC drain hose.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2020		
Vehicle Model	GLE-Class		
Vehicle Populations			
Total Recall Population	17,755		
Total Vehicles in Dealer Inventory	1,745		
<p>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.</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 MY20 GLE-Class vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed approximately one week after the remedy becomes available.		
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.		
<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. 2019080005, August 2017

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE-Class vehicles, (167 platform)
Model Year 2020****Check condensation drain hoses of air conditioning system, rework if necessary**

Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020 GLE-Class vehicles, (167 platform) the air conditioning drain hoses might be incorrectly installed in the vehicle. In this case, condensation water from the air conditioning system might enter the passenger compartment. If a significant volume of condensation water enters the driver and passenger side foot wells, it could cause corrosion and/or short circuits to the electrical components installed in this area, which could lead to a short circuit, thereby increasing the risk of fire. In addition, the performance of other features of the vehicle could be affected. For example, the automatic emergency call (eCall) might not be available; the vehicle might not be able to be unlocked and/or started; and the engine limp-home mode might be activated during driving. The impact on these features could increase the potential risk of injury or a crash. As a precautionary measure, an authorized Mercedes-Benz dealer will check the air conditioning drain hoses and rework, if necessary.

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 **17,755** vehicles are involved.

Order No. P-RC-2019080005

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.

Check/test procedure A

1. Release floor covering in footwell on driver's and front passenger side and check condensation drain hose at right and left of air conditioning system (**Figure 1**).
 - i** The condensation drain hose must be installed without creases in proper-seated position and inserted correctly on the heater box or tunnel (**C, Figure 1**).
 - i** The cutout (**B, Figure 1**) must be positioned correctly on the fitting of the heater box.
 - i** There must **not** be any visible or noticeable traces of water.

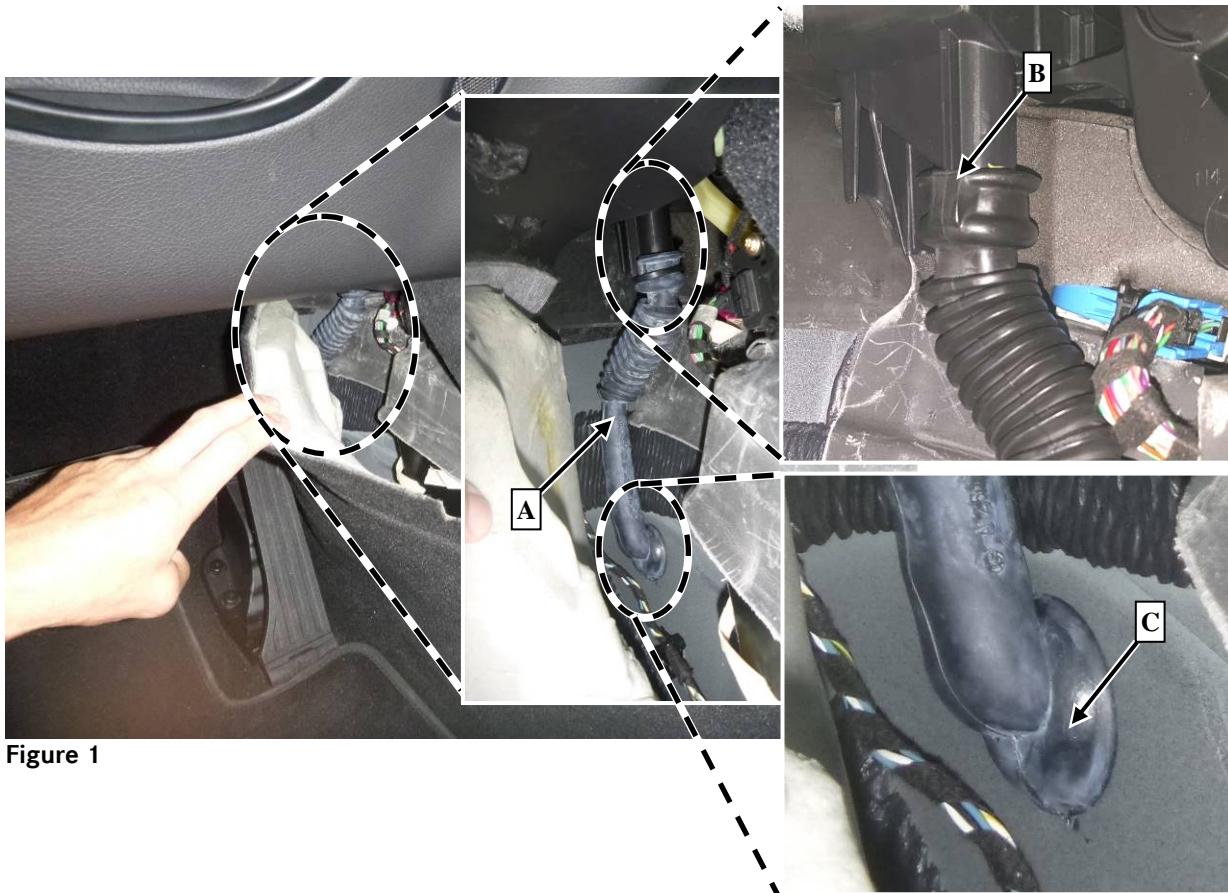


Figure 1

- a. Condensation drain hose **not** fastened correctly: Carry out **check/test procedure B**.
- b. Condensation drain hose fastened correctly: **End measure**.

i The **findings** from the check/test procedure must be documented **on the work order**.

Check/test procedure B

1. Remove front floor covering and covers above the electrical assemblies in the foot well of the incorrectly mounted drain hose.
 - i** Remove corresponding driver's seat and/or front passenger seat.
 - i** For basic data on removing the floor covering on the front passenger side, see **AR68.80-P-0008ME**.
 - i** For basic data on removing the floor covering on the front driver's side, see **AR68.80-P-0007ME**.



Figure 2

2. Check accessible electrical connections in the moist area for moisture and corrosion.
 - a. Condensation drain hose **not** fastened correctly and **minor** traces of water present: Carry out **work procedure A**.
 - b. Condensation drain hose **not** fastened correctly and **major** traces of water present: Carry out **work procedure B**.

i The **findings** from the check/test procedure must be recorded **on the work order**.

Work procedure A

1. In case of **slight** dampness and **no** visible traces of condensation: dry out footwell and floor covering.
2. Reinstall footwell trim

Work procedure B

1. In case of **major water entry** and/or filled up floor recesses: Perform Xentry Quick Test
2. Take informative pictures of the affected, exposed footwell.
3. Create PTSS Case and attach Xentry quick test. Please be sure to include pictures of: water ingress in footwell, the electrical pins on the connectors, harness, and control unit(s).
Send via PTSS case to Engineering for review. PTSS will advise regarding further action(s).

Warranty Information**Check**

Operation: Inspection of condensation drain hose at right and left of air conditioning system (02-1265)

Damage Code	Operation Number	Labor Time (hrs.)
83 911 01	02-1265	0.1

Check and Rework

Operation: Inspection of condensation drain hose at right and left of air conditioning system (02-1265)
 Rework condensation drain hose (after check) (02-1266)
 Removal and re-installation of driver/passenger seats and footwell trim (02-1307)
 Perform Xentry Quick Test & Drying of driver/passenger footwell (02-1308)

Damage Code	Operation Number	Labor Time (hrs.)
83 911 01	02-1265	0.1
	02-1266	0.1
	02-1307	1.3
	02-1308	ZM

i **Note:** labor times are subject to change.