

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 Replace Rear Crossmember – Phase 2 MY20 167, X 167 (GLE-Class, GLS-Class)	DATE: September 4, 2020

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			September 4, 2020
Campaign No. :	NHTSA ID	Campaign Desc. :	Replace Rear Crossmember – Phase 2
2020060013	20V172	20P6490004	
<p>This is to notify you of a Recall Campaign Launch regarding the welding of the rear crossmember in 224 Model Year (“MY”) 2020 GLE-Class (167 platform) and GLS-Class (X167 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 September 4, 2020.</p>			
Background			
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2020 GLE-Class (167 platform) and GLS-Class (X167 platform) vehicles, the tensile strength of the welds on the rear crossmember might not meet current production specifications. When the rear towing eye is used for towing, cracks might occur in the weld seams which could lead to the rear crossmember detaching from the vehicle, increasing the risk of a crash for other road users.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the rear crossmember on the affected vehicles.		
Parts	Parts are available and can be ordered as necessary.		
Vehicles Affected			
Vehicle Model Year(s)	2020		
Vehicle Model	GLE-Class, GLS-Class		
Vehicle Populations			
Total Recall Population	179 (Phase 1) + 45 (Phase 2)		
Total Vehicles in Dealer Inventory	4		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY20 GLE-Class and GLS-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.</p> <p>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent MY20 GLE-Class and GLS-Class vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letter for Phase 2 will be mailed on September 11, 2020		
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. 2020060013, July 2020

Phase 2 date 9/4/2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE-Class (167 platform) and GLS-Class (X167 platform)**
Model Year 2020
Welding of Rear Crossmember / Phase 2

Mercedes-Benz AG, ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020 GLE-Class (167 platform) and GLS-Class (X167 platform) vehicles, the tensile strength of the welds on the rear crossmember might not meet current production specifications. When the rear towing eye is used for towing, cracks might occur in the weld seams which could lead to the rear crossmember detaching from the vehicle, increasing the risk of a crash for other road users. An authorized Mercedes-Benz dealer will replace the rear crossmember on the affected vehicles.

Prior to performing this Recall Campaign:

- VMI must always 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 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 224 vehicles are involved.

Order No. P-RC-2020060013

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.

Procedure

1. Replace crossmember (**A, figure 1**) for rear bumper (**AR88.20-P-2250ME**).

i Replace nuts (**B, figure 1**).

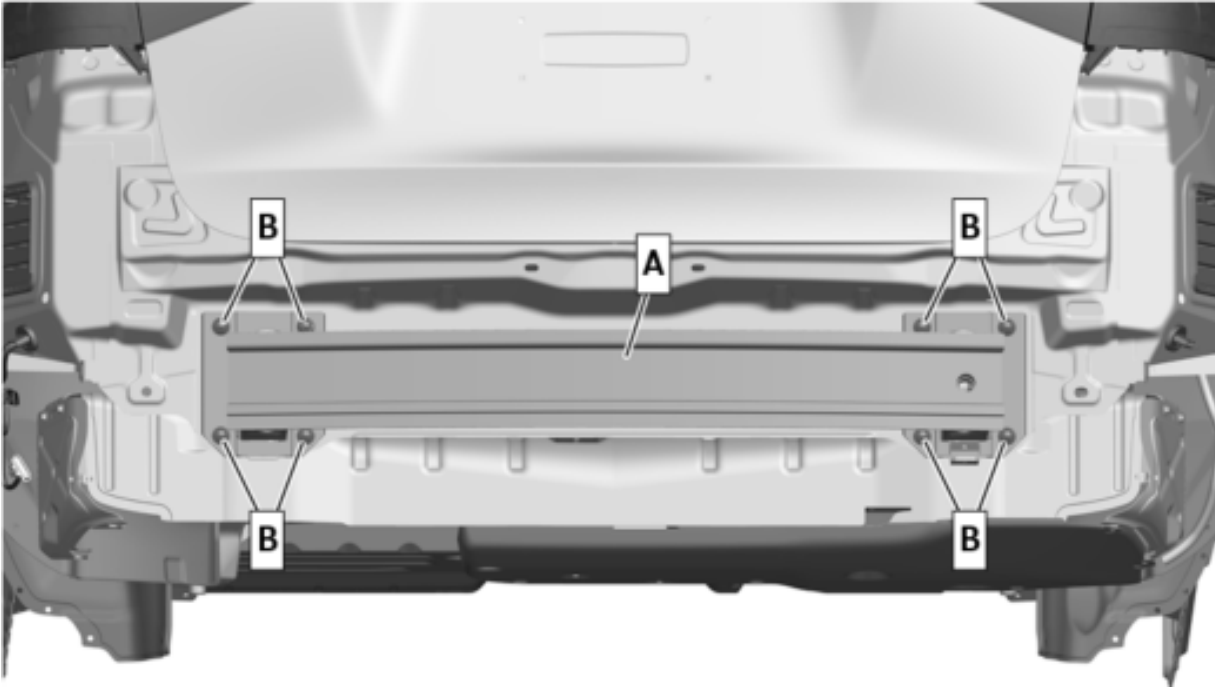


Figure 1

Primary Parts Information

Qty.	Part Name	Part Number
1* (as required)	Rear end crossmember (GLE)	A 167 610 99 00
1* (as required)	Rear end crossmember (GLS)	A 167 610 39 03
8	Nut for mounting rear-end crossmember	N 000000 008269

*parts must be verified in XPPI by VIN

Warranty Information

Operation: Replace crossmember for rear bumper (02-1572)

Damage Code	Operation Number	Labor Time (hrs.)
64 900 04 7	02-1572	1.3

i **Note**

Operation Number labor times are subject to change.