

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 Initial Notification Replace Front Struts and Rear Shock Absorbers MY20 167, X167 (GLE-Class, GLS-Class)	Date: June 12, 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



Campaign No. :	NHTSA ID	Campaign Desc. :	Replace Front Struts and Rear Shock Absorbers
TBD	20V329	20P2197258	
This is to notify you of a new Recall Campaign regarding the piston seals on the front struts and rear shock absorbers in 38 Model Year MY20 167 (GLE-Class) and X167 (GLS-Class) 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 "PENDING" on June 12, 2020.			
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 piston seals on the front struts and rear shock absorbers might not meet current production specifications. A piston seal that does not meet specification could, over time, lead to premature wear of the front strut or rear shock absorber. If the vehicle continues to be driven and the progressive wear were to remain unnoticed, the vehicle's handling capabilities could be affected. A vehicle that is carrying the maximum amount of payload and which quickly enters a turn might potentially tip, increasing the risk of a crash.		
What We're Doing	An authorized Mercedes-Benz dealer will replace the front struts and the rear shock absorbers on the affected vehicles.		
Parts	Parts are required for repair. However, the current remedy is not available at this time. An additional notification will be sent once the remedy is available.		
Vehicles Affected			
Vehicle Model Year(s)	2020		
Vehicle Model	GLE-Class, GLS-Class		
Vehicle Populations			
Total Recall Population	38		
Total Vehicles in Dealer Inventory	11		
Given this notice, it is <u>a violation of Federal law</u> for a dealer to sell or lease any <u>new</u> MY20 GLE-Class, 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. 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). Additionally, given this notice, it is <u>a violation of Federal Law for car rental companies</u> to rent new MY20 GLE-Class, GLS-Class vehicles covered by this notification until the vehicle has been repaired.			
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.		
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.			

