

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**
Relocate Grounding for the Illuminated
star MY20 167 (GLE-Class, GLS-Class)

Date: October 16, 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. :	Relocate Grounding for the Illuminated Star
TBD	20V626	20P2197294, 20P2197296	
<p>This is to notify you of a new Recall Campaign regarding the relocation of the grounding for the illuminated star on <u>12,799</u> Model Year ("MY") 2020 167 (GLE-Class, 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 October 16, 2020.</p>			
Background			
Issue	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that certain Model Year ("MY") 2020 GLE-Class and GLS-Class vehicles (167 platform) that are fitted with the optional illuminated Mercedes-Benz star in the front grill may have the electrical ground installed outside specifications. In this case, the function of other components that share the same ground connection might be impaired. Depending on the individual ground point used for the illuminated star logo, either the power steering control unit, or the left headlamp, and/or the wiper motor might malfunction. This could increase the risk of a crash. A deactivation of the power steering assist as well as the deactivation of the left headlamp and the wiper motor would be indicated by an acoustic warning, as well as by a visual warning message in the instrument cluster.</p>		
What We're Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will relocate the ground connection of the illuminate star to the proper location.</p>		
Parts	<p>Parts are not required for repair. However, the current remedy is not available at this time. An additional notification will be sent once the remedy is available.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2020		
Vehicle Model	GLE-Class, GLS-Class		
Vehicle Populations			
Total Recall Population	12,799		
Total Vehicles in Dealer Inventory	76		
<p>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.</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 <u>a violation of Federal Law</u> for <u>car rental companies</u> to rent new MY20 GLE-Class, GLS-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.</p> <p>Please refer all customer inquiries to the Customer Assistance Center at 1-800-FOR-MERCEDES.</p>			

