

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

Date: November 6, 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



<b>Campaign No. :</b>	<b>NHTSA ID</b>	<b>Campaign Desc. :</b>	<b>Relocate Grounding for the Illuminated Star</b>
2020100015	20V626	20P8292801	
2020100016		20P8292802	
<p>This is to notify you of a <b>Recall Campaign</b> launch affecting the installation of the illuminated star on <b>12,799</b> Model Year (“MY”) 2020 167 (GLE-Class, GLS-Class) vehicles. The recall campaign will be visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. Affected VINs will be flagged in VMI as "OPEN" on <b>November 6, 2020</b>.</p>			
<b>Background</b>			
<b>Issue</b>	<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 grounding 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>		
<b>What We’re Doing</b>	<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>		
<b>Parts</b>	<p><b>Parts are not required for repair. The recall remedy is available and can repairs can be performed as necessary.</b></p>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2020		
<b>Vehicle Model</b>	GLE-Class, GLS-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	12,799		
<b>Total Vehicles in Dealer Inventory</b>	76		
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new 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.</b></p> <p><b>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)</b></p> <p><b>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY20 GLE-Class, GLS-Class vehicles covered by this notification until the vehicle has been repaired.</b></p>			
<b>Next Steps/Notes</b>			
<b>Customer Notification Timeline</b>	Customer letters will be mailed on November 6, 2020.		
<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.





Mercedes-Benz

Campaign No. 2020100015, November 2020  
Revision A

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE-Class and GLS-Class vehicles (167 platform)**  
**Model Year 2020**  
**Installation of the Illuminate Star**

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 grounding 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.

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 10,686 vehicles are involved.

Order No. P-RC-2020100015

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. Open hood.
2. Switch off ignition and store transmitter key outside the transmitter range (at least 2 meters).
3. Unscrew ground **point W2/6**.  
i For basic data, see **GF00.19-P-2001-17NCA**.
4. Remove illuminated star ground line (**A, figure 1**).

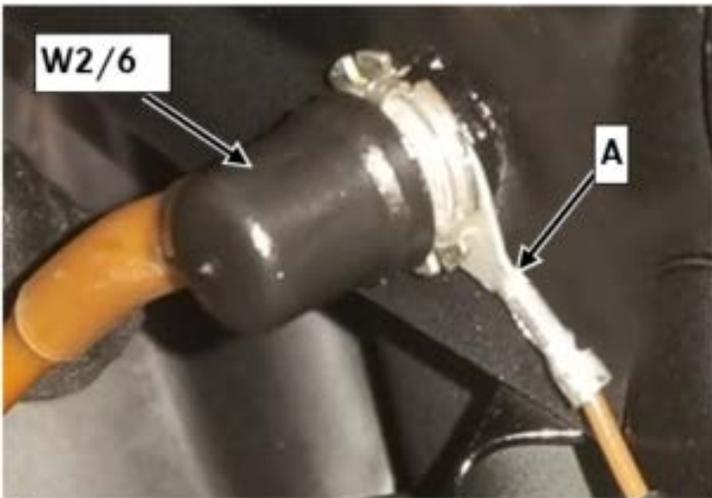


Figure 1

### i Note:

- Check ground line clearance.
- Ground line may be zip tied to shorten original length.
- Check behind the illuminated star for any possible zip ties around the ground wire.
- Zip ties may be removed for extra length if needed.

5. Unscrew brass sleeve (**B, figure 2**) at jump-start connection point.



Figure 2

6. Route illuminated star ground line (**A, figure 1**) to jump-start connection point and attach to threaded pin of jump-start connection point.
7. Screw on brass sleeve (**B, figure 2**).  
Nm Brass sleeve 16 Nm.
8. Secure illuminated star ground line (**A, figure 1**) up to jump-start connection point.  
i Ensure a chafe-free routing and attachment of the illuminated star ground line See **AZ88.40-P-0011-01ME**
9. Check anti-twist protection (**C, figure 3**) of cable lug of ground **point W2/6** for damage.

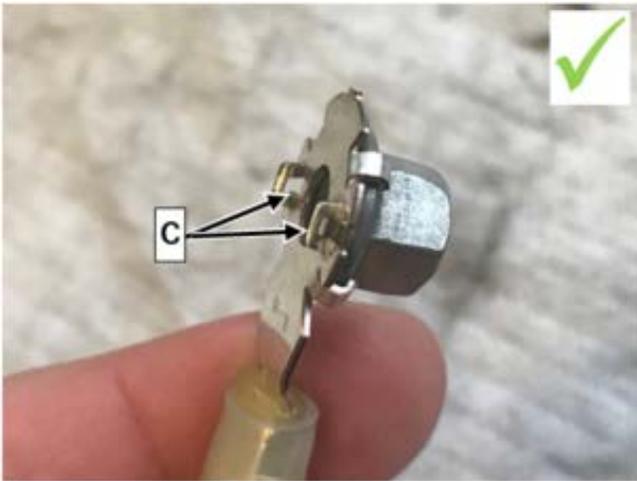
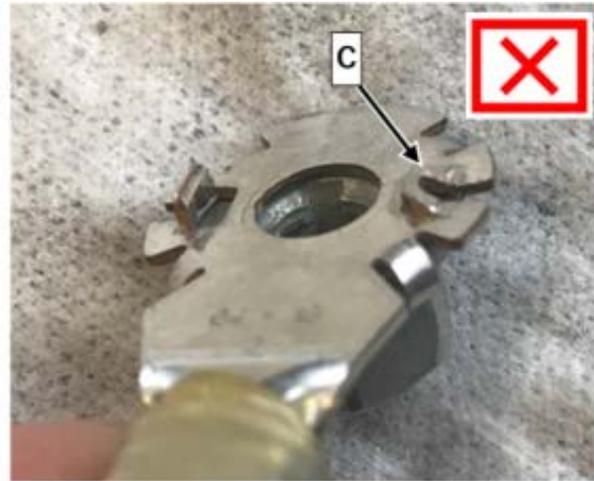


Figure 3 (OK)



(not OK)

10. Measure outside dimension between anti-twist protection lugs (**D, figure 4**).

i Outside dimension between anti-twist protection lugs (**D, figure 4**) min. 13.6 mm.

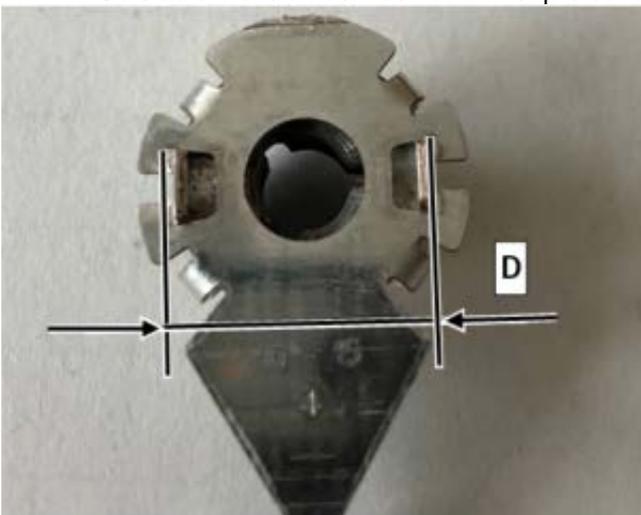


Figure 4

- a. Anti-twist protection (**C, figure 3**) **straight** or **bent outwards**, i.e. outside dimension between anti-twist protection lugs (**D, figure 4**) **equal to or greater than 13.6 mm**: Perform operation step 11, then **end measure**.
- b. Anti-twist protection (**C, figure 3**) **bent inwards**, i.e. outside dimension between anti-twist protection lugs (**D, figure 4**) **less than 13.6 mm**: Create **PTSS case**.

**i** Only if anti-twist protection of cable lug is **bent inwards**, i.e. outside dimension between anti-twist protection lugs (**D, figure 4**) is **less than 13.6 mm**.

Create **PTSS case**:

Make detailed photos of anti-twist protection of ground line, ground point W2/6 in removed condition. Clarify the further repair procedure via a **PTSS case**. Keep faulty part.

11. Screw on ground point W2/6.

**i** For basic data, see **GF00.19-P-2001-17NCA**.

**Hm** Ground point at bodyshell M6 **10 Nm**.

**Hm** Ground point at bodyshell M8 **16 Nm**.

## Warranty Information

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**Operation:** Correct routing of ground line for illuminated star at ground point W2/6 (02-1779)

Damage Code	Operation Number	Labor Time (hrs.)
82 928 01 8	02-1779	0.3

**i** **Note**

Operation Number labor times are subject to change.