



Mercedes-Benz

Campaign No. 2020100016, 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 2,113 vehicles are involved.

Order No. P-RC-2020100016

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 W9**.  
i For basic data, see **GF00.19-P-2001-17NCA**.
4. Remove illuminated star ground line (**A, figure 1**).

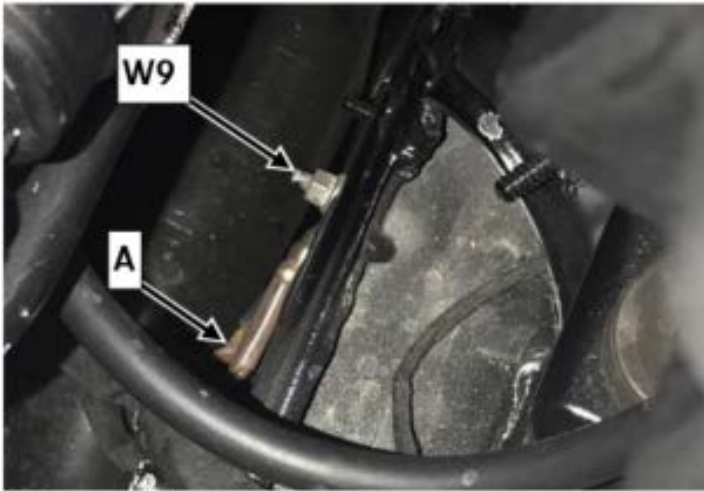


Figure 1

### 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 W9** for damage.

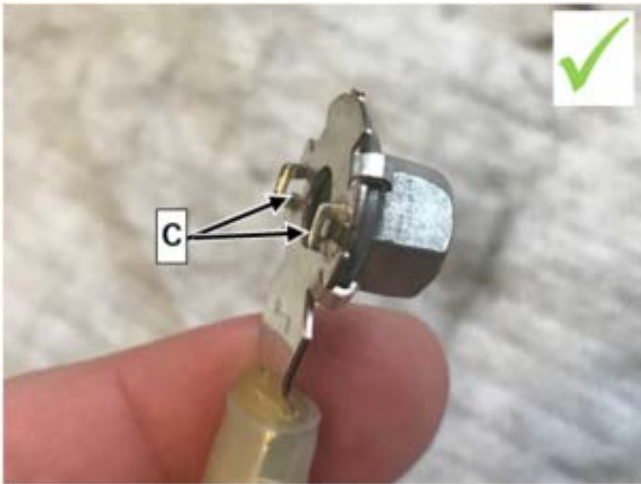
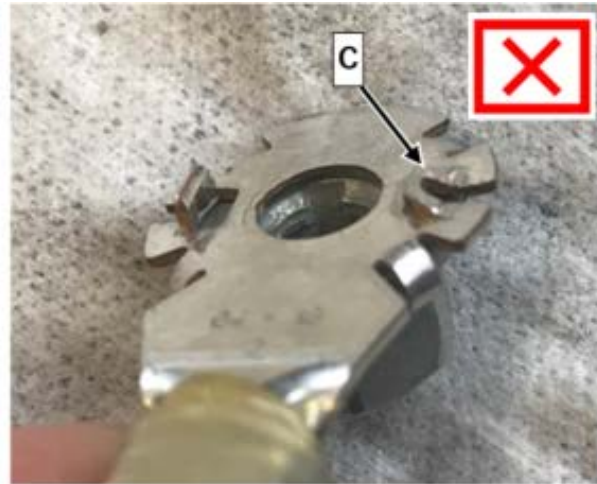


Figure 3 (OK)



(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.

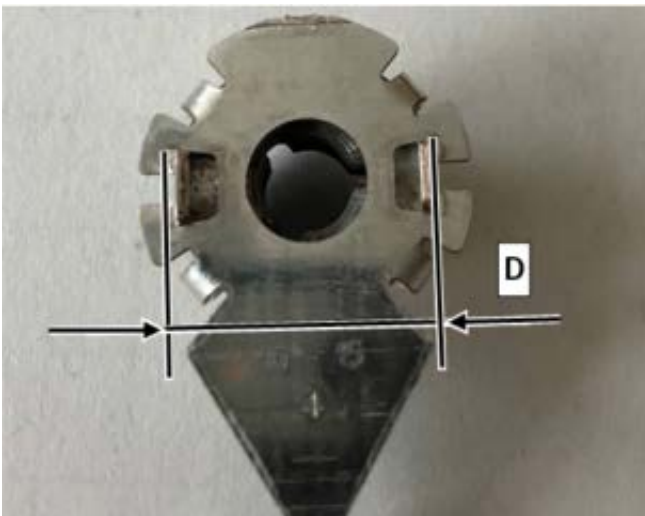


Figure 4

- 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 W9 in removed condition. Clarify the further repair procedure via a **PTSS case**. Keep faulty part.

11. Screw on ground point W9.

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

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

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

## Warranty Information

**Operation:** Correct routing of ground line for illuminated star at ground point W9 (02-1780)

Damage Code	Operation Number	Labor Time (hrs.)
82 928 02 8	02-1780	0.3

**i** **Note**

Operation Number labor times are subject to change.