

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: <b>Recall Campaign Launch Notification</b> <b>Replace Drive Shaft</b> <b>MY20 167 (GLE-Class)</b>	Date: November 13, 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 Drive Shaft
2020100020	20V627	20P4190022	
This is to notify you of a new Recall Campaign to replace the drive shaft on 2 Model Year ("MY") 2020 167 (GLE-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 November 13, 2020.			
<b>Background</b>			
<b>Issue</b>	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY2020 GLE-Class vehicles (167 platform), the connection of the locking ring between the front and rear part of the drive shaft might not have been mounted according to current production specifications. As a result, the front and rear sections of the drive shaft might not be secured in their specified position. While a loss of parts can be ruled out in this scenario, the transfer case could disconnect from the rear axle differential and lead to a vehicle stall, increasing the risk of a crash.		
<b>What We're Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the drive shaft on the affected vehicles.		
<b>Parts</b>	Parts are available and can be ordered as necessary.		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2020		
<b>Vehicle Model</b>	GLE-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	2		
<b>Total Vehicles in Dealer Inventory</b>	1		
<b>Next Steps/Notes</b>			
<b>Customer Notification Timeline</b>	Customer letters will be mailed approximately within one week after the remedy becomes available on November 16, 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. 2020100020, November 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE-Class vehicles (167 platform)**  
**Model Year 2020**  
**Locking Ring Drive Shaft**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020 GLE-Class vehicles (167 platform), the connection of the locking ring between the front and rear part of the drive shaft might not have been mounted according to current production specifications. As a result, the front and rear sections of the drive shaft might not be secured in their specified position. While a loss of parts can be ruled out in this scenario, the transfer case could disconnect from the rear axle differential and lead to a vehicle stall, increasing the risk of a crash. An authorized Mercedes-Benz dealer will replace the drive shaft 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 2 vehicles are involved.

Order No. P-RC-2020100020

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.

## Work procedure

1. Replace propeller shaft from transfer case to rear axle.

**i** For basic data, see **AR41.10-P-0050MSC**.

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## Primary Parts Information

Qty.	Part Name	Part Number
As required (1)	Propeller shaft for model 167.119	A 167 410 60 03
As required (1)	Propeller shaft for model 167.149	A 167 410 56 03
6	Screw, propeller shaft to transfer case	A 000 990 72 25
3	Screw, propeller shaft to rear axle differential	A 000 990 93 06
3	Screw, flex disk to propeller shaft	A 011 990 09 04
2	Screw, intermediate bearing to mount	N 910143 008002

**i** Small parts such as screws, lock nuts, sealing rings, cable ties, fluids, sealants, etc. are not listed in the parts list. The required small parts are taken into account in the budgeting

## Warranty Information

**Operation:** Replace propeller shaft from transfer case to rear axle. (02-1790)

**Includes:** Remove/install engine compartment linings and underfloor paneling.

Damage Code	Operation Number	Labor Time (hrs.)
41 900 22 7	02-1790	4.0

**i** **Note**

Operation Number labor times are subject to change.