

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 Adjust Second Row Bench Middle Double Buckle MY20-21 167 (GLE-Class)	DATE: November 6, 2020

IMPORTANT RECALL CAMPAIGN INFORMATION

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. :	Adjust Second Row Bench Middle Double Buckle
TBA	20V671	20P2197306	
<p>This is to notify you of a new Recall Campaign to adjust the second row bench middle double buckle in 55,362 Model Year (“MY”) 2020- 2021 GLE-Class (167 platform) 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 November 6, 2020.</p>			
Background			
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2020 - 2021 GLE-Class (167 platform) vehicles with 5 passenger seating, in certain circumstances while buckling the seatbelt, the middle seatbelt buckle could be pushed down below the seat cushion. If the passenger is not able to retrieve the buckle, the affected seat would not be available for an occupant to properly fasten the seatbelt. If a passenger does not fasten the seatbelt according to the Operator’s Manual, the risk of injury in a crash could increase.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will additionally secure of the middle seatbelt buckle on the affected vehicles to prevent it from being pushed below the seat cushion		
Parts	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 - 2021		
Vehicle Model	GLE-Class		
Vehicle Populations			
Total Recall Population	55,326		
Total Vehicles in Dealer Inventory	391		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY20-21 GLE-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 style="text-align: center;">Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p> <p>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent MY20-21 GLE-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. Please refer all customer inquiries to the Customer Assistance Center at 1-800-FOR-MERCEDES.</p>			

