

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 Replace Dashboard MY20-21 167 (GLE-Class and GLS-Class)	DATE: April 9, 2021

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



Recall Campaign Launch Notification			April 9, 2021
Campaign No. :	NHTSA ID	Campaign Desc. :	Replace Dashboard
2021030003	21V057	21P8192003	
<p>This is to notify you of the Recall Campaign launch to replace the dashboard in 8 Model Year (“MY”) 2020-2021 GLE-Class and GLS-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 “OPEN” on April 9, 2021.</p>			
Background			
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2020-2021 GLE-Class and GLS-Class vehicles (167 platform), the dashboard might not meet current production specifications. In this case, the adhesion of the dashboard surface to the base material might not be ensured. In the event of a crash where the passenger airbag deploys, the inflation of the passenger airbag could be impaired, increasing the risk of injury to occupants.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the dashboard on the affected vehicles.		
Parts	Parts are available and can be ordered as necessary.		
Vehicles Affected			
Vehicle Model Year(s)	2020-2021		
Vehicle Model	GLE-Class and GLS-Class		
Vehicle Populations			
Total Recall Population	8		
Total Vehicles in Dealer Inventory	0		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY20-21 GLE-Class and 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. As a matter of normal service process, please check for other repair measures which might be applicable to the vehicle(s)</p> <p>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY20-21 GLE-Class and 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 on April 16, 2021. Customers may also be contacted through the CAC.		
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>			





Mercedes-Benz

Campaign No. 2021030003, April 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE-Class and GLS-Class vehicles (167 platform)**
Model Year 2020-2021
Replace Dashboard

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2020-2021 GLE-Class and GLS-Class vehicles (167 platform), the dashboard might not meet current production specifications. In this case, the adhesion of the dashboard surface to the base material might not be ensured. In the event of a crash where the passenger airbag deploys, the inflation of the passenger airbag could be impaired, increasing the risk of injury to occupants.

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 8 vehicles are involved.

Order No. P-RC-2021030003

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. Remove instrument panel.
 - i** For basic data, see **AR68.10-P-1000ME**.
 2. Replace instrument panel.
 - 2.1. Transfer front passenger airbag.
 - i** For basic data, see **AR91.60-P-0664ME**.
 - 2.2. Transfer detachable parts depending on the vehicle equipment.
 - i** Such as temperature sensors for interior air, front trim of steering column, right instrument cluster trim, trim under instrument cluster, panel clips for attachment of different trims, etc.
 3. Assemble in reverse order.
 4. Carry out function test.
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Primary Parts Information

Qty.	Part Name	Part Number
As required (1)*	Instrument panel	A 167 680 01 01*
As required (1)*	Instrument panel	A 167 680 03 01*
As required (1)*	Instrument panel	A 167 680 29 04*
As required (1)*	Instrument panel	A 167 680 30 04*
As required (1)*	Instrument panel	A 167 680 64 04*
As required (1)*	Instrument panel	A 167 680 99 00*

* The replacement parts must be determined according to the equipment variant and color code variant for the vehicle identification number (VIN) via XPPI. **In addition**, verification of dealer code will be required. Please contact recallbulletins@mbusa.com to complete parts ordering by including VIN and recall number on the subject line.

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

Warranty Information

Operation: Replace instrument panel (02-1957)

Includes: Disconnect/connect ground line of battery of 12 V on-board electrical system; remove/install instrument panel; replace instrument panel; transfer detachable parts of instrument panel; extra work for: Remove/install glove compartment housing

Damage Code	Operation Number	Labor Time (hrs.)
81 920 03 7	02-1957	3.5

i Note
Operation Number labor times are subject to change.

