

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 Initial Notification</b> <b>Check Continental Tires</b> <b>MY18 166 (GLE-Class)</b>	Date: March 05, 2021

## **IMPORTANT NEW 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



<b>Campaign No. :</b>	<b>NHTSA ID</b>	<b>Campaign Desc. :</b>	<b>Check Tires</b>
<b>2021MMNNNN</b>	<b>21V123</b>	<b>21P2197358</b>	
<p>This is to notify you of a new Recall Campaign to check the Continental tires on 2,529 Model Year ("MY") 2018 166 (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 "PENDING" on March 05, 2021.</p>			
<b>Background</b>			
<b>Issue</b>	<p>On February 19, 2021, Continental Tire the Americas, LLC ("CTA") filed a Defect Information Report with NHTSA announcing a potential defect in some of their tires. Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has been identified as the purchaser of the subject tires recalled by CTA. MBAG has determined the subject tires may have been installed on certain Model Year ("MY") 2018 GLE-Class vehicles (166 platform). Based on the determination from CTA, the affected tires may experience a carcass break in the sidewall with sudden air loss or could develop a belt edge separation, which could lead to a partial or full tread/belt loss. These conditions could increase the risk of a crash or injury.</p>		
<b>What We're Doing</b>	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the tires on the affected vehicles and replace them, if necessary.</p>		
<b>Parts</b>	<p><b>Parts are not yet available. Do not order replacement tires from Dealer Tire or from a Continental Tire dealer. No replacement tires are available at this time. An additional notification will be sent when the remedy is available.</b></p>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2018		
<b>Vehicle Model</b>	GLE-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	2,529		
<b>Total Vehicles in Dealer Inventory</b>	0		
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY18 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 Xentry. Once the repair is complete, the vehicle may be sold or leased. 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) Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY18 GLE-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 approximately one week after the remedy becomes available.		
<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.		
<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>			

