

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 Check Installation of Air Conditioning Drain Hoses MY20-21 167 (GLS-Class, GLE-Class)	DATE: May 21, 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			May 21, 2021
Campaign No. :	NHTSA ID	Campaign Desc. :	Check Installation of Air Conditioning Drain Hoses
2021040024	21V288	21P8391106	
<p>This is to notify you of the Recall Campaign Launch to check the installation of the air conditioning drain hoses in 6,331 Model Year (“MY”) 2020-2021 GLE-Class, 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 May 21, 2021.</p>			
Background			
Issue	<p>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 (167 platform) vehicles, the air conditioning drain hoses might be incorrectly installed in the vehicle. In this case, condensation water from the air conditioning might enter the passenger compartment. If a significant volume of condensation water enters the driver and passenger side footwells, it is possible that corrosion and/or short circuits to the electrical components installed in this area could occur, which could increase the risk of fire. In addition, the performance of other features of the vehicle could be affected. For example, the automatic emergency call (eCall) might not be available, the vehicle might not be able to be unlocked and/or started; and the engine limp-home mode might be activated during driving. The impact on these features could increase the potential risk of injury or a crash. The customer might observe wet carpets in the front footwells, and fogged windows.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the air conditioning drain hoses and correct their installation, if necessary.</p>		
Parts	<p>The remedy is available and can be performed.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2020-2021		
Vehicle Model	GLE-Class, GLS-Class		
Vehicle Populations			
Total Recall Population	6,331		
Total Vehicles in Dealer Inventory	8		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any <u>new MY20-21 GLE-Class, 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.</u></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 <u>car rental companies to rent new MY20-21 GLE-Class, GLS-Class vehicles covered by this notification until the vehicle has been repaired.</u></p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed on June 4, 2021.		
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. 2021040024, May 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE-Class and GLS-Class (167 platform)**
Model Year 2020-2021
Check Installation of Air Conditioning Drain Hoses

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2020-2021 vehicles, the air conditioning drain hoses might be incorrectly installed in the vehicle. In this case, condensation water from the air conditioning might enter the passenger compartment. If a significant volume of condensation water enters the driver and passenger side footwells, it is possible that corrosion and/or short circuits to the electrical components installed in this area could occur, which could increase the risk of fire. In addition, the performance of other features of the vehicle could be affected. For example, the automatic emergency call (eCall) might not be available, the vehicle might not be able to be unlocked and/or started; and the engine limp-home mode might be activated during driving. The impact on these features could increase the potential risk of injury or a crash. The customer might observe wet carpets in the front footwells, and fogged windows. An authorized Mercedes-Benz dealer will check the air conditioning drain hoses and correct their installation, if necessary.

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 **6,331** vehicles are involved.

Order No. P-RC-2021040024

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.

Check/test procedure A

1. Release floor covering in footwell on driver's and front passenger side and check condensation drain hose at right and left of air conditioning system (**Figure 1**).

- i** The condensation drain hose must be installed without creases, in proper contact, and inserted correctly on the heater box or tunnel (**C, Figure 1**).
- i** The cutout (**B, Figure 1**) must be positioned correctly on the fitting of the heater box.
- i** There must ***not be any visible or noticeable traces of water***.

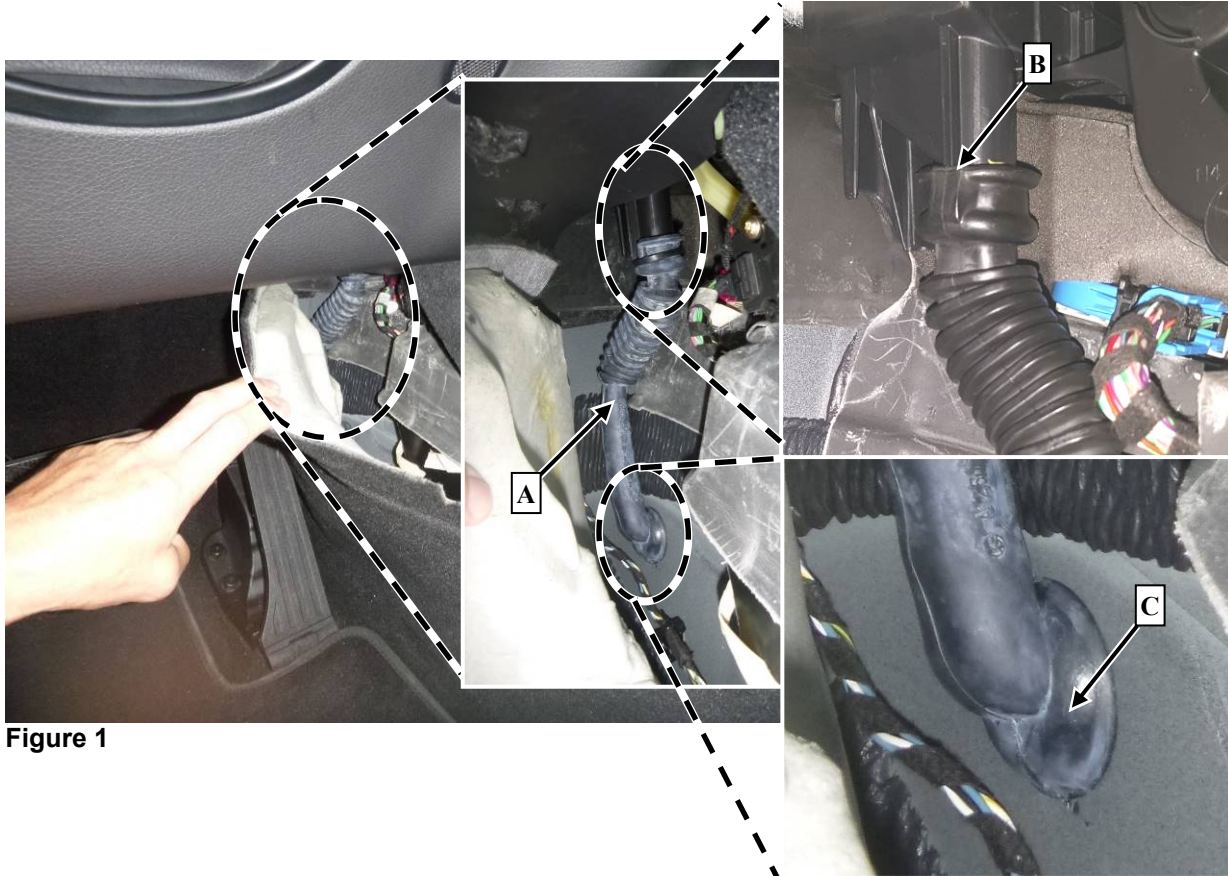


Figure 1

- a. Condensation drain hose ***not*** fastened correctly: Carry out **check/test procedure B**.
- b. Condensation drain hose fastened correctly: **End measure**.

- i** The findings from the check/test procedure must be recorded on the work order.

Check/test procedure B

1. Remove front floor covering and covers above the electrical assemblies in the footwell of the incorrectly mounted drain hose.

i Remove corresponding driver's seat and/or front passenger seat.

i For basic data on removing the floor covering on the front passenger side, see **AR68.80-P-0008ME**.

i For basic data on removing the floor covering on the front driver's side, see **AR68.80-P-0007ME**.

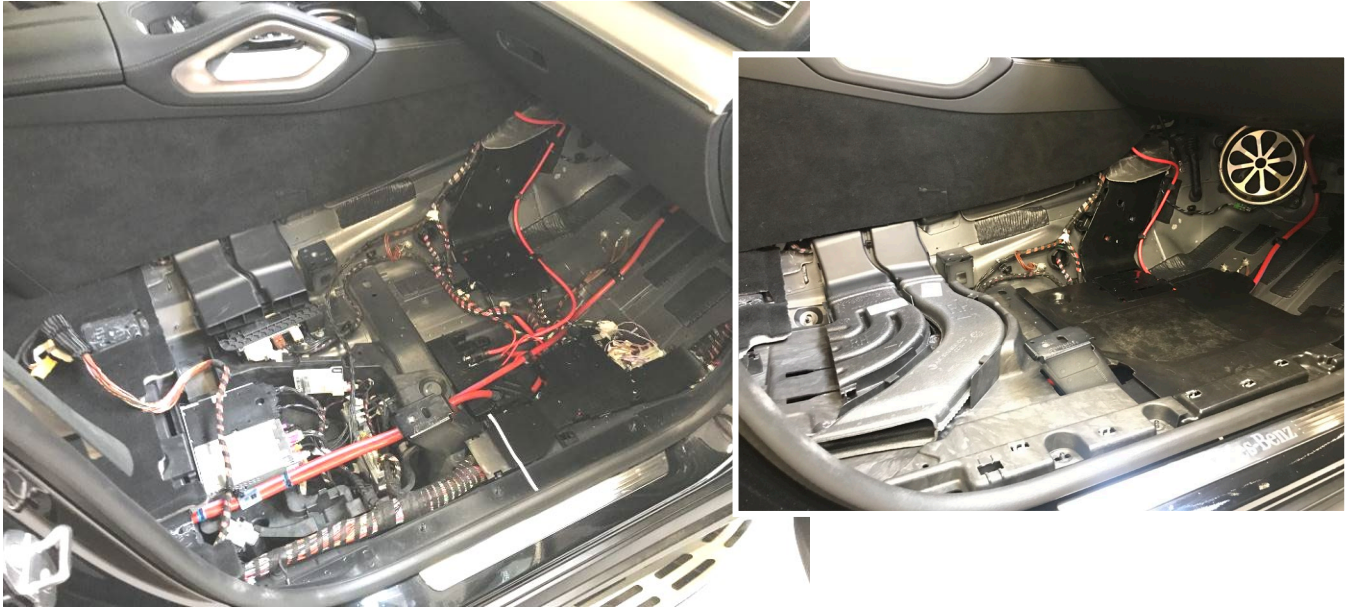


Figure 2

2. Check accessible electrical connections in the moist area for moisture and corrosion.
 - a. Condensation drain hose **not** fastened correctly and **minor** traces of water present: Carry out **work procedure A**.
 - b. Condensation drain hose **not** fastened correctly and **major** traces of water present: Carry out **work procedure B**.

i The findings from the check/test procedure must be recorded on the work order.

Work procedure A

1. In case of **slight** dampness and **no** visible traces of condensation: Perform Xentry Quick Test and document results.
2. Dry footwell, electrical connectors, and floor covering.
3. Reinstall footwell trim

Work procedure B

1. In case of **major water entry** and/or filled up floor recesses: Perform Xentry Quick Test and document results
2. Take informative pictures of the affected, exposed footwell.
3. Create PTSS Case and attach Xentry quick test. Please be sure to include pictures of: water ingress in footwell, the electrical pins on the connectors, harness, and control unit(s).

i Send via PTSS case to Engineering for review. PTSS will advise regarding further action(s).

Warranty Information**Check**

Operation: Inspection of condensation drain hose at right and left of air conditioning system (02-0531)

Damage Code	Operation Number	Labor Time (hrs.)
83 911 06 8	02-0531	0.1

Check and Rework

Operation: Inspection of condensation drain hose at right and left of air conditioning system (02-0531)
Expose footwell (after check) (02-0532)*
Includes: Fasten condensation drain hose correctly
Dry footwell (footwell exposed) (02-0533)*
Replace affected parts (footwell exposed) (02-0534)

Damage Code	Operation Number	Labor Time (hrs.)
83 911 06 8	02-0531	0.1
	02-0532*	1.3
	02-0533*	ZM
	02-0534	ZM

* The operation item is to be repeated as often as necessary.

i **Note:** Operation labor times are subject to change.