

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 Installation of Air Conditioning Drain Hoses</b> <b>MY20-21 167 (GLE-Class, GLS-Class)</b>	DATE: April 30, 2021

## **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. :	<b>Check Installation of Air Conditioning Drain Hoses</b>
TBA	21V288	21P2197386	
<p>This is to notify you of a new <b>Recall Campaign</b> to check the installation of the air conditioning drain hoses in <b>6,331</b> Model Year (“MY”) 2020-2021 GLE-Class, GLS-Class (167 platform) 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 April 30, 2021.</p>			
<b>Background</b>			
<b>Issue</b>	<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>		
<b>What We’re Doing</b>	<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>		
<b>Parts</b>	<p><b>Remedy is not available at this time. An additional notification will be sent once the remedy is available.</b></p>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2020-2021		
<b>Vehicle Model</b>	GLE-Class, GLS-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	6,331		
<b>Total Vehicles in Dealer Inventory</b>	12		
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any 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.</b></p> <p><b>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)</b></p> <p><b>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY20-21 GLE-Class, GLS-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>			

