

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 Rear Window MY21 GLE-Class, GLS-Class (167 platform)	DATE: 11/12/2021

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



Recall Campaign Initial Notification			November 12, 2021
Campaign No. :	NHTSA ID	Campaign Desc. :	Replace Rear Window
2021110007	21V832	21P6791002	
<p>This is to notify you of the Recall Campaign to replace the rear window on 23 Model Year (“MY”) 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 November 12th, 2021.</p>			
Background			
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2021 GLE and GLS vehicles (167 platform), the rear window bonding might not meet specifications. Insufficient adhesion of the rear window to the tailgate could result in the rear window detaching, which could increase the risk of a crash for ensuing vehicles. Before the issue occurs, the customer might notice wind noises from the rear window.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the rear window.		
Parts	The remedy is available and can be performed.		
Vehicles Affected			
Vehicle Model Year(s)	2021		
Vehicle Model	GLE-Class, GLS-Class		
Vehicle Populations			
Total Recall Population	23		
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 MY21 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 Xentry. 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 MY21 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 12/3/2021.		
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>			



Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2021110007, November 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE-Class and GLS-Class (167 platform)**
Model Year 2021

Replace Rear Window

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2021 GLE and GLS vehicles (167 platform), the rear window bonding might not meet specifications. Insufficient adhesion of the rear window to the tailgate could result in the rear window detaching, which could increase the risk of a crash for ensuing vehicles. Before the issue occurs, the customer might notice wind noises from the rear window. MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the rear window

Prior to performing this 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 Campaign bulletin and follow the repair procedure exactly as described.

Approximately 23 vehicles are affected.

Order No. P-SC- 2021110007

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Record

Recall Campaign Bulletin

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Replacing Rear Window

Model 167


Work Procedure


1. Replace rear window.
 For basic data, see **AR67.20-P-5145ME**.
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Primary Parts Information

Qty.	Part Name	Part Number
As required (1)*	Rear window	A 167 740 02 01
As required (1)*	Rear window	A 167 740 18 00
As required (1)*	Rear window	A 167 740 20 00
1	Single-component adhesive	A 000 989 49 05


* The replacement parts must be determined according to the equipment variant for the chassis number via the parts job in the XENTRY Portal.

 Small parts such as screws, 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.

 **Note:** The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information

Damage Code	Operation Number	Description	Labor Time (hrs.)
67 910 02	02-0767	Replace rear window Model 167.1	2.9 h
	02-0767	Replace rear window Model 167.3	2.1 h
	02-0767	Replace rear window Model 167.9	2.8 h

 **Note:** Always check ASRA for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.