

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>Replace Rear Window</b> <b>MY21 GLE-Class, GLS-Class</b> <b>(167 platform)</b>	DATE: 10/29/2021

### **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



<b>Recall Campaign Initial Notification</b>			<b>October 29, 2021</b>
<b>Campaign No. :</b>	<b>NHTSA ID</b>	<b>Campaign Desc. :</b>	<b>Replace Rear Window</b>
TBD	21V832	21P2197440	
<p>This is to notify you of the <b>Recall Campaign</b> to replace the rear window on <b>23</b> Model Year (“MY”) 2021 GLE-Class and 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 <b>October 29<sup>th</sup>, 2021</b>.</p>			
<b>Background</b>			
<b>Issue</b>	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.		
<b>What We’re Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the rear window.		
<b>Parts</b>	<b>Remedy is not available at this time.</b>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2021		
<b>Vehicle Model</b>	GLE-Class, GLS-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	23		
<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 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.</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 MY21 GLE-Class and 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 on 11/19/2021.		
<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>			

