

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 - Initial Notification Check the 48V Ground Connection MY20-22 GLE-Class and GLS-Class (167 platform)	DATE: April 15, 2022

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			April 15, 2022
Campaign No. :	NHTSA ID	Campaign Desc. :	Check the 48V Ground Connection
TBA	22V231	22P2197510	
<p>This is to notify you of a new Recall Campaign to check the 48V ground connection on 21,306 Model Year (“MY”) 2020-2022 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 "PENDING" on April 15, 2022.</p>			
Background			
Issue	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2020-2022 GLE-Class and GLS-Class (167 platform) vehicles, the 48V ground connection located under the front passenger seat might not be tightened to the specified torque. In this case, the ground cable lug might not be correctly secured. Subsequently, the electrical resistance at the connection might increase. In combination with the high electrical currents potentially flowing through this connection, the temperature in this area might increase. As a consequence, a risk of fire cannot be ruled out. When the issue occurs, warning messages are displayed in the instrument cluster relating to the 48V onboard power supply.</p>		
What We’re Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will inspect the ground connection torque on the affected vehicles and correct it, if necessary.</p>		
Parts	<p>Remedy is not available at this time.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2020-2022		
Vehicle Model	GLE-Class and GLS-Class		
Vehicle Populations			
Total Recall Population	21,306		
Total Vehicles in Dealer Inventory	9		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY20-22 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 MY20-22 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 after the remedy becomes available.		
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>			

