

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 Locking Mechanism of Third Seat Row MY20-22 GLS-Class (167 platform)	DATE: November 4, 2022

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			November 4, 2022
Campaign No. :	NHTSA ID	Campaign Desc. :	Check Locking Mechanism of Third Seat Row
2022100011	22V732	22P9391001	
<p>This is to notify you of the Recall Campaign Launch to check the locking mechanism of the third seat row on 59,574 Model Year (“MY”) 2020-2022 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 4, 2022.</p>			
Background			
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2020-2022 GLS (167 platform) vehicles, the springs in the locking mechanism of the third row left and right seatback might not have been installed according to current production specifications. In the event of a crash, a failure of the seatback lock cannot be ruled out which could increase the risk of injury to vehicle occupants. The basic functionality of the third row seatback lock would no longer be working as intended.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the installation of the spring in third row left and right seatback locking mechanism on the affected vehicles and replace the seatback, if necessary.		
Parts	The remedy is available and can be performed. Estimated replacement rate is approximately 1%. DO NOT ORDER PARTS BEFORE CHECK.		
Vehicles Affected			
Vehicle Model Year(s)	2020-2022		
Vehicle Model	GLS-Class		
Vehicle Populations			
Total Recall Population	59,574		
Total Vehicles in Dealer Inventory	242		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY20-22 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 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 approximately November 11, 2022.		
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. 2022100011, November 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLS (167 platform)**
Model Year 2020-2022

Check Locking Mechanism of Third Seat Row

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2020-2022 GLS (167 platform) vehicles, the springs in the locking mechanism of the third row left and right seatback might not have been installed according to current production specifications. In the event of a crash, a failure of the seatback lock cannot be ruled out which could increase the risk of injury to vehicle occupants. The basic functionality of the third row seatback lock would no longer be working as intended. An authorized Mercedes-Benz dealer will check the installation of the spring in third row left and right seatback locking mechanism on the affected vehicles and replace the seatback, if necessary.

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 59,574 vehicles are affected.

Order No. P-RC-2022100011

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.

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Check lock on 3rd seat row, replace seat backrest if necessary

Check/test procedure

- To perform check, fold 3rd seat row up and down **5 times** using buttons in trunk (right and left seats).
 Remove roller blind if necessary.
- Check whether there are 2 springs per seat (**4 pieces**, entire seat row) on right and left seats in 3rd seat row and whether they are installed correctly as shown in (A, Figure 1).
 The springs must be present and installed correctly as shown in (A, Figure 1).
 To facilitate entry, fold 3rd seat row down via button on backrest (Easy Entry).



Figure 1

- Springs **not present** or **not installed correctly**: Carry out **work procedure**.
- Springs **present** and installed **correctly**: **End measure**.

Work Procedure

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- Only if springs are
- not present**
- or
- not installed correctly**
- .
- Replace faulty seat backrest.
 For basic data, see AR91.12-P-0007MEX, AR91.18-P-0002MEX
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Primary Parts Information

Qty.	Part Name	Part Number
As required	Left seat backrest frame	A 167 930 17 02 28
As required	Right seat backrest frame	A 167 930 18 02 28

* The replacement part for the vehicle identification number must be determined via the EPC!

i 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.

i **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.)
93 910 01	02-0265	Check lock on 3rd seat row	0.2
	02-0266	Replace seat backrest frame (after check) Includes: Normalization if necessary	ZM

i **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.