

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Senior Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Recall Campaign Initial Notification Check the 12V Ground Connection Bolt Torque MY21-22 GLE (167 platform)	DATE: December 15, 2023

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

Senior Manager, Vehicle Compliance & Analysis



Recall Campaign Initial Notification			December 15, 2023		
Campaign No. :	NHTSA ID	Campaign Desc. :	Check the 12V Ground Connection Bolt Torque		
TBA	23V835	23P2197648			
<p>This is to notify you of the new Recall Campaign to check the 12V ground connection bolt torque on 164 Model Year (“MY”) 2021-2022 GLE (167 platform) vehicles. The recall campaign will be visible on the www.NHTSA.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as “PENDING” on December 15, 2023.</p>					
Background					
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2021-2022 GLE (167 platform) vehicles, a certain 12V ground connection might not meet current specifications. In this case, the connection might loosen over time and the electrical resistance of the connection might increase. Due to the high electrical currents that flow through this connection, the temperature on this connection could increase. This might increase the risk of a fire.				
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the 12V ground connection bolt torque and rework it, if necessary.				
Parts	Remedy is not available at this time.				
Vehicles Affected					
Vehicle Model Year(s)	2021-2022				
Vehicle Model	GLE				
Vehicle Populations					
Total Recall Population	164				
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 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 NetStar VMI and Xentry Portal. 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 vehicles covered by this notification until the vehicle has been repaired.</p>					
Next Steps/Notes					
Customer Notification Timeline	Customer letters will be mailed on or before February 6, 2024.				
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.				
Customer Reimbursement	Customer reimbursement is not being offered for this campaign.				
<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>					

