

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 Launch Notification Check the 12V Ground Connection Bolt Torque MY21-22 GLE (167 platform)	DATE: January 12, 2024

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

Senior Manager, Vehicle Compliance & Analysis



Recall Campaign Launch Notification			January 12, 2024
Campaign No. :	NHTSA ID CA DMV ID	Campaign Desc. :	Check the 12V Ground Connection Bolt Torque
2023120010	23V835 231210	23P5191001	
<p>This is to notify you of the Recall Campaign Launch 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 “OPEN” on January 12, 2024.</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	The remedy is available and can be performed.		
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> <p>Notice to California Dealers: As required by 13 CCR 2117, a proof of correction (“POC”) certificate showing that the vehicle has been repaired under this recall must be issued by the authorized service facility, and that such a certificate may be required by California as a condition of vehicle re-registration or operation. Please reference this POC in the attached work instructions. Failure to complete this step may result in fines and penalties and lead to customer dissatisfaction.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed on January 26, 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>			



Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2023120010, December 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE (167 platform)**
Model Year 2021-2022

Check the 12V Ground Connection Bolt Torque

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. An authorized Mercedes-Benz dealer will check the 12V ground connection bolt torque and rework it, if necessary.

Prior to performing this Campaign:

- **VMI must 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 164 vehicles are affected.

Order No. P-RC-2023120010

Recall Campaign Bulletin

Recall Campaign Bulletin

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Check the 12V Ground Connection Bolt Torque

Check/test Procedure 1:

1. Visually check ground point (W10, Figure 1) and ground line (1, Figure 1) under the driver's seat for damage.
 - i** For basic information, see AR54.10-P-0002ME.

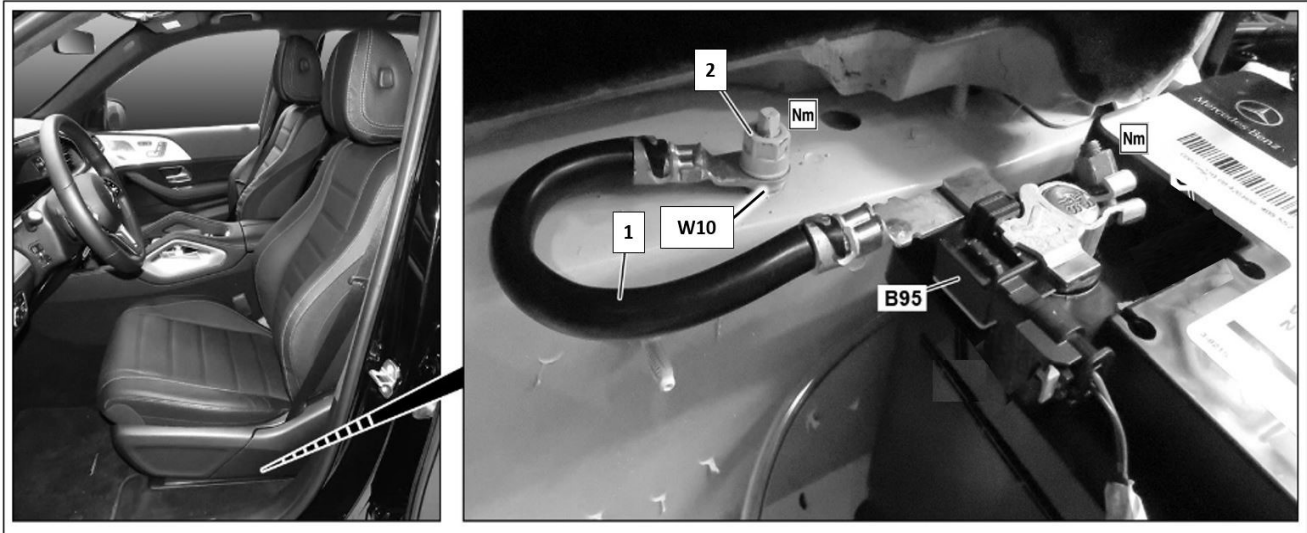


Figure 1

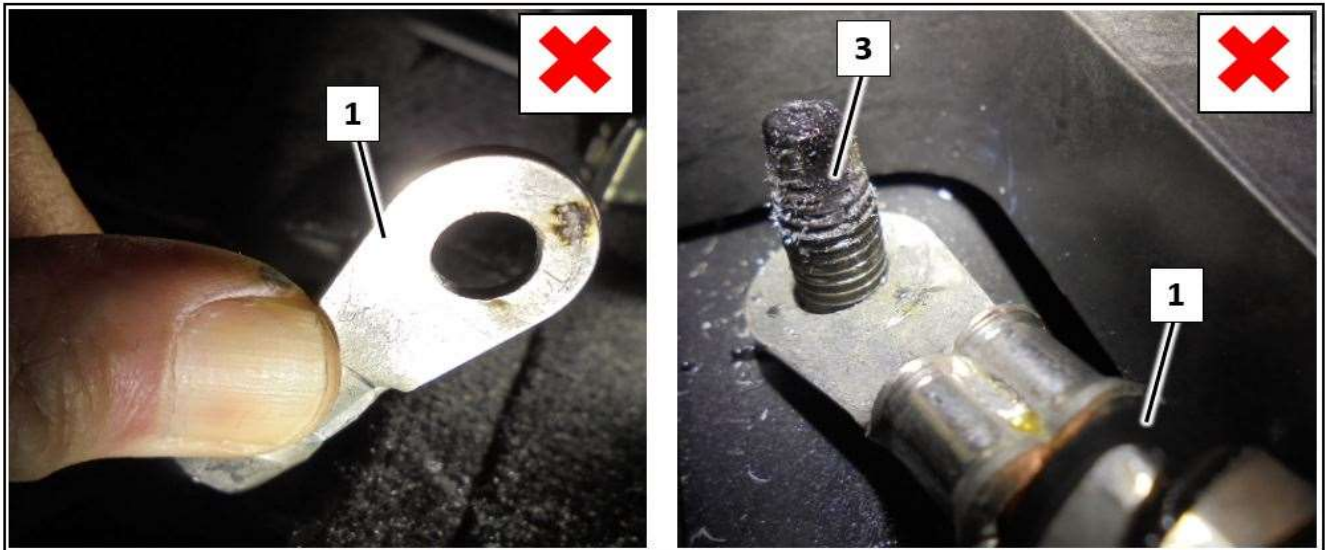
- a. If **no damage** is present:
Carry out Check/test Procedure 2.
- b. If **there is damage** to the ground line (1, Figure 1) or ground point (W10, Figure 1):
Carry out Work Procedure 2.

Check/test Procedure 2:

2. Check nut (2, Figure 1) for correct tightening torque.
 - i** For basic information, see AR54.10-P-0002ME.
 - a. If tightening torque of nut (2, Figure 1) is correct and no damage present:
End measure.
 - b. If tightening torque of nut (2, Figure 1) **is not correct**:
Carry out Check/test Procedure 3.

Check/test Procedure 3:

3. Remove nut (2, Figure 1) and ground point (W10, Figure 1) from body.
i For basic information, see AR54.10-P-0002ME.
4. Check threaded pin (3, Figure 2) and cable lug or ground line (1, Figure 2) for damage.

**Figure 2**

- a. If there is **no damage** at threaded pin (3, Figure 2) and cable lug or ground line (1, Figure 2):
Carry out Work Procedure 1.
- b. If **damage** is present at threaded pin (3, Figure 2) and cable lug or ground line (1, Figure 2):
Carry out Work Procedure 2.

Work Procedure**Work Procedure 1:**

5. Install existing ground line (1, Figure 1) including battery sensor (B95, Figure 1) with **new** nut (2, Figure 1) and tighten with prescribed tightening torque.
i For basic information, see AR54.10-P-0002ME.

Work Procedure 2:

6. **Clean** area around ground point (W10, Figure 1) and threaded pin.
i If necessary, recut threaded pin using a thread cutter.
7. **Replace** ground line (1, Figure 1) including battery sensor (B95, Figure 1) and nut (2, Figure 1).
i For basic information, see AR54.10-P-0002ME.
8. Perform commissioning of battery sensor (B95).
i For basic information, see AD00.00-P-2000-06ME.

Primary Parts Information

Qty.	Part Name	Part Number
As required (1)	Ground line incl. on-board electrical system battery sensor	A 000 905 39 16
As required (1)	Hexagon Nut with Flange – Ground Connection	A002990685064

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.)
51 910 01	12-1960	Operations: Check battery sensor ground point on body Comprises: Tighten torque	0.3 h
	12-1961*	Operations: Replace battery sensor ground line (after check) Comprises: Clean repair area, commissioning of battery sensor (B95)	0.5 h
	12-1963*	Operations: Recut threaded pin (after check)	Time prescribed by foreperson

*Select operation items according to test result.

i **Note:** Always check Xentry Operation Time (XOT) for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.

i The following step applies to California dealers only.

Apply Proof of Correction Label (**A 000 584 54 13**) to area identified in **Figure 1**. Fill in the blank areas of the label. The campaign number for the California Proof of Correction is unique and must be entered as such (**231210**), your dealer code, and the date of the repair, using a black permanent marker.

i **Note:** Clean bonding surface prior to affixing label.



Figure 1

i The following step applies to California dealers only.

Provide the owner with the completed and signed Proof of Correction Certificate (A 000 584 42 14) (Figure 2), after you scan a completed form and attach to the RO. The recall number for the California Proof of Correction is unique and must be entered as such (231210).

Figure 2

California Proof of Correction Parts Information

Qty.	Part Name	Part Number
1	Sheet (CA Dealers Only)	A 000 584 42 14
1	Label (CA Dealers Only)	A 000 584 54 13

Warranty Information (California dealers please submit under a separate claim)

Damage Code	Operation Number	Description	Labor Time (hrs.)
212CA 00	02-0001	Apply Proof of Correction Label and completed Proof of Correction Certificate	0.1