

Recall Detail

Ref No	10000920
Manufacturer	Daimler AG
Vehicle Class	Private car
Model/Type	GLE 450 4MATIC / 167
Dealer (phone no)	Chai Wan Service Centre: 2504 6140 Hunghom Service Centre: 2504 6140 Yuen Long Service Centre: 2504 6140
Subject	3rd seat row head restraints (9290003)
Progress	Completed
Affected Vehicle Identification Number (VIN)	<p>Regarding the chassis number of vehicle affected by this campaign , please refer to EITHER (1) or (2):</p> <p>(1) If vehicle was bought from Zung Fu or ever repaired under warranty in Zung Fu Service Centre, please see below the list of chassis numbers of identified and remaining vehicles.</p> <p>2) If vehicle was not bought from Zung Fu and never repaired under warranty in Zung Fu Service Centre, and the vehicle production date falls into that specified in "Build date", please contact Zung Fu Service Centres at above mentioned telephone numbers, or Mercedes-Benz Hong Kong Limited (Tel: 2594 8800) to clarify whether your vehicle is affect by this recall.</p>
Description of Defect, how it came to light, and possible consequences if ignored.	<p>The third seat row of affected vehicle may not comply with the specification. Because the thickness of the head restraint is not sufficient, vehicle occupants in the third seat row may not be made aware of a possible incorrect setting. As a result, the correct setting and use of the head restraint would not be ensured. In addition, the catch groove in the head restraint rod might be missing, as a result of which the head restraint might not be held in its guide reliably in the event of an accident.</p> <p>In both cases, the risk of injury for the vehicle occupants in the event of an accident would be increased.</p>
Remedial Action	Replace the head restraints of the 3rd seat row of affected vehicles as a precautionary measure.
Build Dates	02/04/2019 - 13/09/2019
Launch Date	21/01/2020
Tentative Date of Recall Completion	31/12/2020