



Recall Date: 24/04/2024

Brand of Commodity	Year of Production	Number of Affected Commodities
GLE 450 4MATIC	2019- 2023	178
GLS 450 4MATIC	2019- 2023	46

Recall consequence

Mercedes-Benz AG has determined that on certain GLE/GLS vehicles (167 platform) the software of the transmission control unit might not meet specifications. When a downshift operation of the transmission from 7th to 6th gear would not be fully completed during a slight braking maneuver of the vehicle, the engine might stall, if further specific boundary conditions exist in parallel (i.e. aborted shift operation, low transmission oil temperature, simultaneous recuperation by the 48V starter-alternator). In this case, the vehicle would lose its propulsion until it would come to a standstill and the engine would be restarted. This behavior does not affect the functionality of the vehicle's steering and braking systems.

Recall Action

As a precautionary measure Zawawi Trading Company team will update the transmission control unit software on the affected vehicles. Zawawi Trading Company team will contact the customers affected by the recall to arrange a convenient time from 24.04.2024 on all working days between 08:00AM-5:00 PM to update the transmission control unit software.

To check the serial Numbers of the affected commodities, please visit the website for Recalls & Warnings: <http://recall.pacp.gov.om>