

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**
Replace Front Struts and Rear Shock Absorbers
MY20 167(GLE-Class, GLS-Class)

Date: October 16, 2020

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



Campaign No. :	NHTSA ID	Campaign Desc. :	Replace Front Struts and Rear Shock Absorbers
2020090001	20V329	20P3290201	
This is to notify you of a Recall Campaign launch regarding Sealing of Shock Absorber on 53 Model Year MY2020 167 (GLE-Class, GLS-Class) 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 October 16, 2020.			
Background			
Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020 GLE-Class (167 platform) and GLS-Class (X167 platform) vehicles, the piston seals on the front struts and rear shock absorbers might not meet current production specifications. A piston seal that does not meet specification could, over time, lead to premature wear of the front strut or rear shock absorber. If the vehicle continues to be driven and the progressive wear were to remain unnoticed, the vehicle's handling capabilities could be affected. A vehicle that is carrying the maximum amount of payload and which quickly enters a turn might potentially tip, increasing the risk of a crash.		
What We're Doing	An authorized Mercedes-Benz dealer will replace the shock absorbers on the affected vehicles.		
Parts	Parts are available and can be ordered as necessary.		
Vehicles Affected			
Vehicle Model Year(s)	2020		
Vehicle Model	GLE-Class, GLS-Class		
Vehicle Populations			
Total Recall Population	38		
Total Vehicles in Dealer Inventory	11		
Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY20 GLE-Class, 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.			
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)			
Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY20 GLE-Class, GLS-Class vehicles covered by this notification until the vehicle has been repaired.			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed October 23, 2020 approximately one week after the remedy becomes available.		
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.		
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.			





Campaign No. 2020090001, September 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE-Class and GLS-Class (167 and X167 platform)**
Model Year 2020
Sealing of Shock Absorbers

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020 GLE-Class (167 platform) and GLS-Class (X167 platform) vehicles, the piston seals on the front struts and rear shock absorbers might not meet current production specifications. A piston seal that does not meet specification could, over time, lead to premature wear of the front strut or rear shock absorber. If the vehicle continues to be driven and the progressive wear were to remain unnoticed, the vehicle's handling capabilities could be affected. A vehicle that is carrying the maximum amount of payload and which quickly enters a turn might potentially tip, increasing the risk of a crash. An authorized Mercedes-Benz dealer will replace the front struts and the rear shock absorbers on the affected vehicles.

Prior to performing this Recall 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 Recall Campaign bulletin and follow the repair procedure exactly as described.

Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 38 vehicles are involved.


Order No. P-RC-2020090001


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.


 Code 490 corresponds to electrohydraulic suspension.


Work procedure


1. Replace all suspension struts of front axle and rear axle.

 For basic data, see **AR32.25-P-1017MEH** for the front axle.

 For basic data, see **AR32.25-P-0110MEH** for the rear axle.

 Filling unit **W 000 588 03 82 00** required. (**WS32.00-P-0032B**)

 The pressure of the electrohydraulic suspension must be released in accordance with the AR document **AR32.50-P-0042ME**.

 The hydraulic lines must be depressurized one after the other.

Primary Parts Information

Qty.	Part Name	Part Number
2	Complete front axle suspension strut ZB	A 167 320 60 04
1	Complete LH rear axle shock absorbers	A 167 320 61 04
1	Complete RH rear axle shock absorbers	A 167 320 62 04
4	bolt	N 000000 008957
2	bolt	A 000 990 47 03
2	nut	A 005 990 47 50 64
2	nut	N 000000 008267

Warranty Information

Operation: Replace all suspension struts of the electrohydraulic suspension (02-1647)*

Perform wheel alignment check (02-9785)

Connect/disconnect diagnostic system (02-4762)

Connect/disconnect starter battery charge (02-5058)

Damage Code	Operation Number	Labor Time (hrs.)
32 902 01 7	02-1647*	6.2
	02-9785	0.9
	02-4762	0.1
	02-5058	0.1

***Includes:** Perform quick test, remove/install 4 wheel and tire assemblies; Extra work for: Remove/install 4 wheel and tire assemblies with wheels-free jack; Extra work for: Remove/install 2 shock absorbers of front axle in veh. with code 490; Extra work for: Remove/install 2 shock absorbers of rear axle in veh. with code 490

 **Note**

Operation Number labor times are subject to change.



Special Tools

W 000 588 03 82 00