

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: <b>Service Campaign Launch Notification</b> <b>MY18-19 GLE-Class, GLS-Class, GLE-Coupe Class (166, 292 platform)</b> <b>Check Torsion Bar Linkage, Replace if Necessary</b>	DATE: May 3, 2019

## IMPORTANT SERVICE CAMPAIGN LAUNCH INFORMATION





# SERVICE CAMPAIGN LAUNCH NOTIFICATION

May 3, 2019

Campaign No. :	Campaign Desc. :	Check Torsion Bar Linkages, Replace if Necessary
2019040013	18P3292009	
This is to notify you of the <b>Service Campaign LAUNCH</b> for certain Model Year 2018-2019 GLE-Class, GLS-Class, GLE-Coupe Class (166 and 292 platform) vehicles. The vehicles will be visible and flagged in VMI as "OPEN" on May 3, 2019.		
<b>Background</b>		
<b>Issue</b>	Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY18-19 GLE-Class, GLS-Class, and GLE Coupe vehicles (166 and 292 platforms), the torsion bar linkages may not meet production specifications, leading to noise while driving.	
<b>What We're Doing</b>	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will check the torsion bar linkages and replace them, if necessary, in the affected vehicles.	
<b>Parts</b>	Parts are available and can be ordered as necessary.	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2018-2019	
<b>Vehicle Model</b>	GLE-Class, GLS-Class, GLE-Coupe Class	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	7884	
<b>Next Steps/Notes</b>		
<b>AOMS/SOMS</b>	AOMs – This service campaign may generate questions from your dealers.	
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.		

# Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2019040013, May 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE-Class, GLS-Class, and GLE Coupe vehicles (166 and 292 platforms)  
Model Year 2018-2019**

**Check right and left torsion bar linkage, replace if necessary**

Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY18-19 GLE-Class, GLS-Class, and GLE Coupe vehicles (166 and 292 platforms), the torsion bar linkages may not meet production specifications, leading to noise while driving..

Prior to performing this Service Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired.
- Please review the entire Service Campaign bulletin and follow the repair procedure exactly as described.

Approximately 7884 vehicles are affected.

Order No. P-SC-2019040013

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.

### Check/test procedure

1. Turn wheels and check upper boot (**A, Figure 1**) on torsion bar linkage for damage or indentations.

**i** Use mirror (**1, Figure 1**) for check. The check must be performed on both sides.

The upper boot (**A, Figure 1**) on the torsion bar linkage must not be damaged or exhibit any indentations.



**Figure 1**

- a. If damage or indentations are present on the torsion bar linkage boot:  
Carry out **work procedure**.
- b. If damage or indentations are **not** present on the torsion bar linkage boot:  
**End measure**.

**i** Figure 2 shows indentations and Figure 3 shows damage.



**Figure 2** indentations **NOT OK**



**figure 3** damage **NOT OK**

- a. If boot (figure 2) displays indentations or damage (figure 3): Carry out **work procedure**.
- b. If boot is OK: **End measure**.

**i** The findings from the check/test procedure must be recorded **in writing on the work order**.

### Work procedure

1. Replace torsion bar linkage on front axle.

**i** For basic data, see **AR32.20-P-0300GQ**.

### Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
As required	Left torsion bar linkage	A 166 320 0789	33%
As required	Right torsion bar linkage	A 166 320 0889	33%

### Warranty Information

#### With Check

**Operation:** Check torsion bar linkage(02-2728)

Damage Code	Operation Number	Labor Time (hrs.)
32 920 09 8	02-2728	0.2

#### With Check and Repair

**Operation:** Check torsion bar linkage(02-2728)  
Replace torsion bar linkage(02-2729)

Damage Code	Operation Number	Labor Time (hrs.)
32 920 09 7	02-2728	0.2
	02-2729	0.6

**i** **Note**

Operation Number labor times are subject to change.