

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: Service Campaign Launch Notification Rework Electrical Connectors of ECU MY16-17 166 (GL-Class, GLE-Class and GLS-Class)	DATE: November 1, 2019

IMPORTANT SERVICE CAMPAIGN INFORMATION

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



Service Campaign Launch Notification		November 1, 2019
Campaign No. :	Campaign Desc. :	Rework Electrical Connectors of ECU
2019090015	19P5990201	
<p>This is to notify you of the Service Campaign Launch to rework the electrical connectors on the engine control unit on 964 Model Year (“MY”) 2016-2017 GL-Class, GLE-Class and GLS-Class (166 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on November 1, 2019.</p>		
Background		
Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 16-17 GLE-Class, GL-Class, and GLS-Class (166 platform) vehicles, the electrical connectors of the engine control unit might not have been installed according to current production specifications. As a result, erroneous fault messages maybe saved or complaints regarding engine running characteristics may be received.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will check the electrical connectors on the engine control unit of the affected vehicles.	
Parts	The remedy is available and can be performed.	
Vehicles Affected		
Vehicle Model Year(s)	2016-2017	
Vehicle Model	GL-Class, GLE-Class and GLS-Class	
Vehicle Populations		
Total Campaign Population	964	
Next Steps/Notes		
AOMS/SOMS	AOMs - This campaign may generate questions from your dealers. Please forward this notice to your dealers ASAP.	
<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>		



Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2019090015, October 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE-Class, GL-Class, and GLS-Class (166 platform)
Model Year 2016 and 2017**

Rework electrical connectors of engine control unit

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 16-17 GLE-Class, GL-Class, and GLS-Class (166 platform) vehicles, the electrical connectors of the engine control unit might not have been installed according to current production specifications. As a result, erroneous fault messages may be saved or complaints regarding engine running characteristics may be received. An authorized Mercedes-Benz dealer will check the electrical connectors on the engine control unit of the affected vehicles.

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. Always Check VMI for any open campaigns, and perform accordingly.
- Please review the entire Service Campaign bulletin and follow the repair procedure exactly as described.

Approximately 964 vehicles are affected.

Order No. P-SC-2019090015

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.

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

Work Procedure

1. Remove engine cover (A, figure 1).

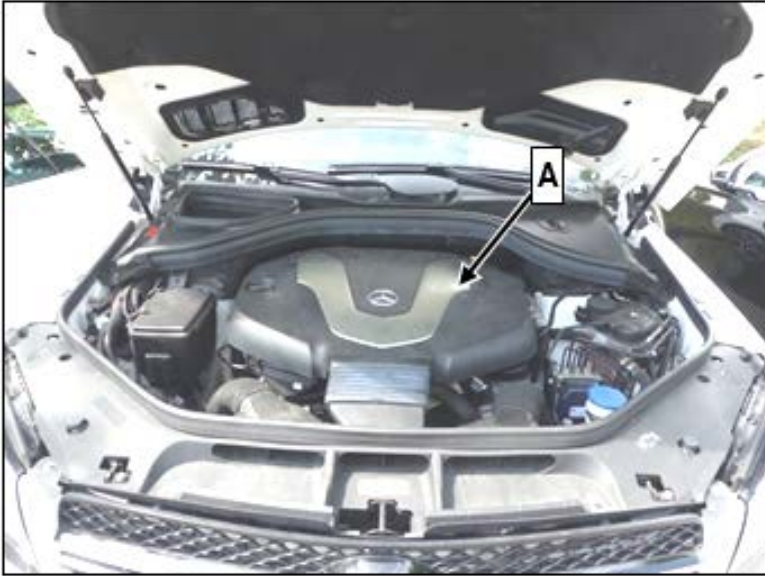


Figure 1 (shown with model 166)

2. Switch off ignition and keep transmitter key outside of transmitter range (at least 2 minutes).
 - i** Close vehicle doors.
 - i** Wait for control units to power down (at least 1 minute).
3. Disconnect electrical connectors (B and C, figure 2) from engine control unit and reconnect them.

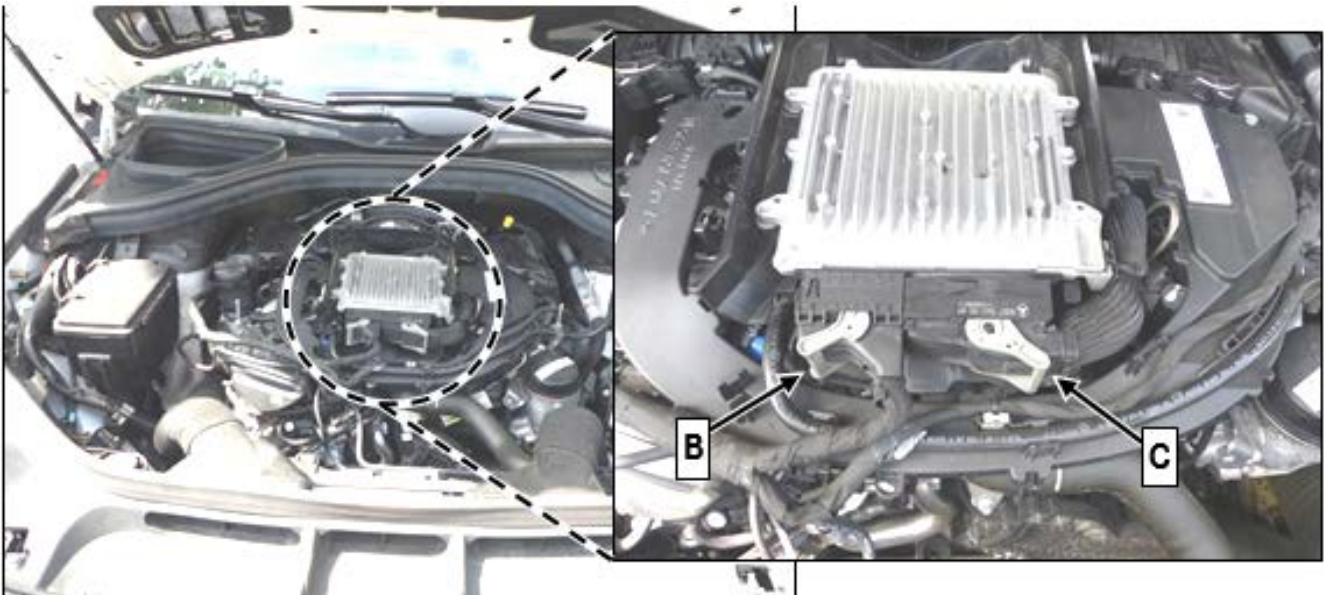


Figure 2 (shown with model 166)

4. Assemble in reverse order.

Warranty Information

Operation: Rework electrical connectors of engine control unit (02-1311)

Damage Code	Operation Number	Labor Time (hrs.)
59 902 01 8	02-1311*	0.1

*Includes: Remove/install upper engine cover

**Note**

Operation Number labor times are subject to change.