

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 Correct Torque of Right Rear Engine Crossmember MY 20 167 (GLE-Class)	DATE: December 13, 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

December 13, 2019

Campaign No. :

Campaign Desc. :

**Correct Torque of Right Rear
Engine Crossmember**

2019120001

19P2291001

This is to notify you of the **Service Campaign Launch** to correct the torque of the right rear engine crossmember in **175** Model Year ("MY") 2020 GLE-Class (167 platform) vehicles. The vehicles will be visible and flagged in VMI as "OPEN" on **December 13, 2019**.

Background**Issue**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 20 GLE-Class (167 platform) vehicles, the torque of the threaded connection for the crossmember on the right rear of the engine might not meet current production specifications.

What We're Doing

MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will tighten the corresponding threaded connection to the specified torque on the affected vehicles.

Parts

Parts not required. Remedy involves torque correction only. The remedy is available and can be performed.

Vehicles Affected**Vehicle Model Year(s)**

2020

Vehicle Model

GLE-Class

Vehicle Populations**Total Campaign Population**

175

Next Steps/Notes**AOMS/SOMS**

AOMs - This campaign may generate questions from your dealers. Please forward this notice to your dealers ASAP.

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. 2019120001, December 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE-Class (167 platform)**
Model Year 2020

Correct torque of right rear engine cross member threaded connection

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 20 GLE-Class (167 platform) vehicles, the torque of the threaded connection for the cross member on the right rear of the engine might not meet current production specifications. An authorized Mercedes-Benz dealer will tighten the corresponding threaded connection to the specified torque on 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.
- **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 Campaign bulletin and follow the repair procedure exactly as described.

Approximately 175 vehicle is affected.

Order No. P-SC-2019120001

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.

Work procedure

1. Correct torque of **both** screws (A  50, Figure 1) on right rear engine cross member.

**Figure 1****Warranty Information**

Operation: Torque of threaded connection on right rear engine cross member. (02-1368)

Damage Code	Operation Number	Labor Time (hrs.)
22 910 01 8	02-1368	0.2

 Note

Operation Number labor times are subject to change