

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 Check Left and Right Front Fender Gap Covers MY20 167 (GLE-Class)	DATE: January 10, 2020

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		January 10, 2020
Campaign No. :	Campaign Desc. :	Check Left and Right Fender Gap Covers
2019110017	19P8890001	
This is to notify you of the Service Campaign Launch to check the left and right fender gap covers on 1702 Model Year (“MY”) 2020 GLE-Class (167 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on January 10, 2020.		
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 left and right front fender gap covers might not meet current production specifications. This might lead to noise complaints in the area of the door sill.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will check the left and right front fender gap covers on the affected vehicles and rework them, if necessary.	
Parts	The remedy is available and can be performed.	
Vehicles Affected		
Vehicle Model Year(s)	2020	
Vehicle Model	GLE-Class	
Vehicle Populations		
Total Campaign Population	1702	
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. 2019110017, January 2020

TO: ALL MERCEDES-BENZ CENTERS

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

Check Left and Right Front Fender Gap Covers

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 left and right front fender gap covers might not meet current production specifications. This may result in noise complaints in the area of the door sill. An authorized Mercedes-Benz dealer will check the left and right front fender gap covers on the affected vehicles and rework them, if necessary.

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

Approximately 1702 vehicle is affected.

Order No. P-SC-2019110017

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.

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i **Code 772** corresponds to AMG-STYLING – FRONT SPOILER, SIDE SKIRT.

Check/test procedure

1. Check whether the left and right front fender gap covers are seated correctly.
 - i** The check of the fender gap cover must be performed in the area of the door sill in each case.
 - i** The fender gap cover must be checked while applying slight pressure away from the vehicle (**Figure 1**).
 - i** The fender gap cover must not be released from the clip in the fender.



Figure 1

- a. Fender gap cover comes **loose**:
Continue performing **check/test procedure**.
- b. Fender gap cover does **not** come **loose**:
End measure.

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

2. Press the fender gap cover in the direction of the fender and the end of the vehicle at the same time **(Figure 2)**.
i This ensures that any loose clips between the fender flare and the fender engage again.



Figure 2

3. Check again whether the left and right front fender gap covers are seated correctly.

i The fender gap cover must be checked while applying slight pressure away from the vehicle (**Figure 3**).

i The fender gap cover must not be released from the clip.



Figure 3

- a. Fender gap cover comes **loose**:
Carry out **work procedure**.
- b. Fender gap cover does **not** come **loose**:
End measure.

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

Work procedure

1. Lift the fender gap cover and clean the contact area on the fender and fender flare using a cleaning cloth (**Figure 4**).

i Mask off surrounding component parts (door sill and longitudinal member panel) due to the risk of damage (**Figure 2**).



Figure 4



Figure 5

2. Apply primer to the contact area on the fender and fender flare (**Figure 6**).

i A waiting time of at least 3 minutes must be observed between cleaning and applying the primer.

i Apply primer to a suitable cloth (**Figure 7**).



Figure 6



Figure 7

3. Apply 2-component adhesive in area of clip on fender (**Figure 8**).

- i** Ensure a distance of 10 mm from the door sill (**A, Figure 8**).
- i** The 2-component adhesive must be applied over a width of 30–40 mm (**B, Figure 8**).
- i** The 2-component adhesive must be applied over a height of 50–60 mm (**C, Figure 8**).

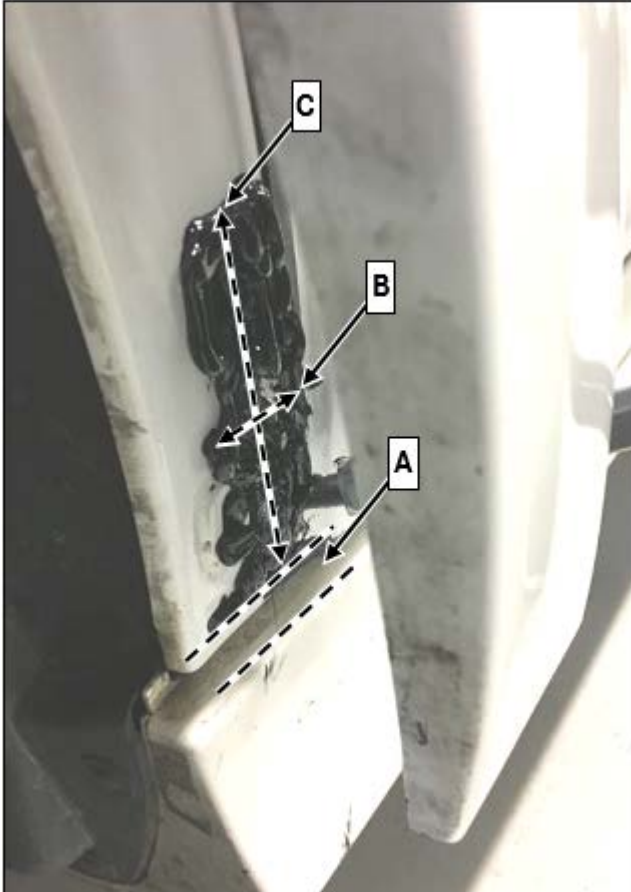


Figure 8

4. Press the fender gap cover onto the fender and fix it in place with tape (**Figures 9–11**).

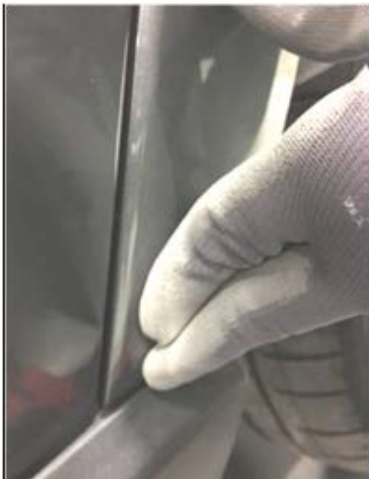


Figure 9



Figure 10



Figure 11

5. Fix the fender gap cover in place with a second piece of tape and a foam block (**Figures 12–13**).

i The curing time of the 2-component adhesive is 90 minutes.



Figure 12



Figure 13

6. Remove pieces of tape and clean affected area.

Primary Parts Information

Qty.	Part Name	Part Number
0.1	Component adhesive parts kit	A 012 989 12 71

*one container per 10 vehicles

Warranty Information

With Check

Operation: Check left and right front fender gap covers (02-1157)

Damage Code	Operation Number	Labor Time (hrs.)
88 900 01 8	02-1157	0.3

With Check and Repair

Operation: Check left and right front fender gap covers (02-1157)
Rework front fender gap cover (after check) (02-1158)

Damage Code	Operation Number	Labor Time (hrs.)
88 900 01 7	02-1157	0.3
	02-1158*	0.5

*Can be claimed once per side as needed.

i Note

Operation Number labor times are subject to change