

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](#)
Sliding Roof – Car Wash Mode
MY20 167(GLS-Class)

Date: May 22, 2020

IMPORTANT NEW SERVICE CAMPAIGN LAUNCH INFORMATION

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. :	Campaign Desc. :	Sliding Roof – Car Wash Mode
2020050010	20P5490417	
<p>This is to notify you of a Service Campaign launch regarding the sliding roof – car wash mode - on 8 Model Year (“MY”) 2020 X167 (GLS-Class) vehicles. This service campaign is related to PENDING RECALL NHTSA ID#20V264. Affected VINs will be flagged in VMI as "OPEN" on May 22, 2020.</p>		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2020 GLS-class vehicles (X167 platform), the sunroof control unit software may not meet current production specifications. There is no safety risk.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the control unit software on the affected vehicles.	
Parts	Parts are not necessary for this Service Campaign.	
Vehicle Model Year(s)	2020	
Vehicle Model	GLS-Class	
Vehicle Populations		
Total Campaign Population	8	
Next Steps/Notes		
AOMS/SOMS	<p>AOMs – This Service Campaign may generate questions from your dealers.</p> <p>IMPORTANT: After warranty claim submission for this service campaign, VINs currently in “pending” status will be automatically removed from the recall (NHTSA ID# 20V264) population within a minimum of 7 business days in Netstar VMI. Please allow time for the systems to accept the claim and change the status accordingly.</p>	
<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>		

