

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 2020080022 Launch Notification](#)
Replace Exhaust Gas Cleaning Information Label
MY19 190, 205, 213 (GT-Class, C-Class, E-Class)

Date: September 18, 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. :	Replace Exhaust Gas Cleaning Information Label
2020080022	20P5891611	
<p>This is to notify you of a Service Campaign launch regarding replacing the exhaust gas cleaning information label on 129 Model Year ("MY") 2019 C-Class, E-Class and GT-Class (205, 213, and 190 Platforms) vehicles. Affected VINs will be flagged in VMI as "OPEN" on September 18, 2020.</p>		
Background		
Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY19 C-Class, E-Class and GT-Class (205, 213, and 190 Platforms) vehicles, the exhaust gas cleaning information label does not correspond to the current series production configuration.	
What We're Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will replace the exhaust gas cleaning information label on the affected vehicles.	
Parts	Parts must be ordered by VIN.	
Vehicle Model Year(s)	2019	
Vehicle Model	C-Class, E-Class, GT-Class	
Vehicle Populations		
Total Campaign Population	129	
Next Steps/Notes		
AOMS/SOMS	AOMs - This Service Campaign may generate questions from your dealers.	
<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>		

