

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 2020090002 Launch Notification](#)  
**Check Front Axle Suspension Struts**  
**MY20 X167 (GLS-Class)**

Date: November 6, 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



<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Check Suspension Struts of Front Axle</b>
2020090002	20P3294005	
<p>This is to notify you of a <a href="#">Service Campaign</a> launch regarding the front axle suspension struts on <b>6,738</b> Model Year (“MY”) 2020 GLS-Class (X167 platform) vehicles. Affected VINs will be flagged in VMI as "OPEN" on <b>November 6, 2020</b>.</p>		
<b>Background</b>		
<b>Issue</b>	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain Model Year (“MY”) 2020 GLS-Class vehicles (X167 platform), the stop plate on the front axle suspension struts may not have been installed correctly on the support ring. It is possible that the vehicle level may lower to that of the bump stops.	
<b>What We’re Doing</b>	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will check the front axle suspension struts. <b>The rework rate for the Service Campaign is <u>only 1%</u> of the total affected vehicles. Please order struts as needed but do not over-order. MBUSA will be monitoring all part orders and quantities.</b>	
<b>Parts</b>	Parts are available and can be ordered as necessary.	
<b>Vehicle Model Year(s)</b>	2020	
<b>Vehicle Model</b>	GLS-Class	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	6,738	
<b>Next Steps/Notes</b>		
<b>AOMS/SOMS</b>	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>		

