

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: <b>Service Campaign Launch Notification</b> <b>Replace Tire Pressure Label</b> <b>MY20-21 167(GLE-Class, GLS-Class)</b>	Date: November 13, 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>Replace Tire Pressure Label</b>
2020110009	20P5891703	
<p>This is to notify you of a Service Campaign launch to replace the tire pressure label on 777 Model Year ("MY") 2020-2021 167 (GLE-Class, GLS-Class) vehicles. This service campaign is related to PENDING RECALL <b>NHTSA ID# 20V674</b>. Affected VINs will be flagged in VMI as "OPEN" on November 13, 2020.</p>		
<b>Background</b>		
<b>Issue</b>	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020-2021 GLE-Class (167 platform) and GLS-Class (X167 platform) vehicles equipped with Michelin Primacy Tour A/S tires, the maximum tire pressure specified on the tire placard located on the B-pillar and on the fuel filler door is inconsistent with the maximum permissible tire pressure listed on the side wall of the tire.</p>	
<b>What We're Doing</b>	<p>An authorized Mercedes-Benz dealer will replace the tire pressure label on the affected vehicles.</p>	
<b>Parts</b>	<p>Parts are available and can be ordered as necessary. Part numbers must be determined for each vehicle in XPPI. Parts orders are VIN-required and should be placed VOR only due to the order type/VIN requirement. Orders received non-VOR will not be placed and will result in delays.</p>	
<b>Vehicle Model Year(s)</b>	2020-2021	
<b>Vehicle Model</b>	GLE-Class, GLS-Class	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	777	
<b>Next Steps/Notes</b>		
<b>AOMS/SOMS</b>	<p>AOMs - This Service Campaign may generate questions from your dealers.</p> <p><b>IMPORTANT:</b> After warranty claim submission for this service campaign, VINs currently in "pending" status will be automatically removed from the recall (Campaign Desc: 20P2197312, NHTSA ID# 20V674) population within a minimum of 5 to 7 business days in Netstar VMI. Please allow time for the systems to accept the service campaign claim and change the status accordingly. Once the service campaign is closed, the vehicle may be sold.</p> <p>Please advise your dealers to submit the claims as soon as possible to prevent delays. Also, please allow time for the systems to accept the claim and change the status accordingly.</p> <p>Vehicles can be requested to be added to the campaign. However, please be advised that adding vehicles to the service campaign is managed by MBAG and this process will take 1 week.</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>		



# Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2020110009, November 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE-Class and GLS-Class vehicles (167 and X167 platform)**  
**Model Year 2020-2021**  
**Replace Tire Pressure Labels**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020-2021 GLE-Class (167 platform) and GLS-Class (X167 platform) vehicles equipped with Michelin Primacy Tour A/S tires, the maximum tire pressure specified on the tire placard located on the B-pillar and on the fuel filler door is inconsistent with the maximum permissible tire pressure listed on the side wall of the tire. An authorized Mercedes-Benz dealer will replace the tire pressure labels in the B-pillar and fuel filler door.

Prior to performing this Campaign:

- **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 777 vehicles are affected.

Order No. P-SC-2020110009

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.

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

**Work procedure**

1. Remove the tire pressure information label on the fuel filler flap.
  2. Remove any adhesive residues and clean bonding surface.
  3. Apply a new label in the same position.
  4. Remove the additional label for tire pressure on the B-pillar.
  5. Remove any adhesive residues and clean bonding surface.
  6. Apply a new label in the same position.
- 

**Primary Parts Information**

Qty.	Part Name	Part Number
1	Information label (tire pressure in fuel filler flap)	*
1	Information label (additional label for tire pressure on B-pillar)	*

\* The replacement parts must be determined for the vehicle identification number via the parts process in the Xentry Portal.

**Warranty Information**

**Operation:** Replace tire pressure information label on fuel filler flap and additional label for tire pressure on B-pillar. (02-1857)

Damage Code	Operation Number	Labor Time (hrs.)
58 917 03 7	02-1857	0.2

** Note**

Operation Number labor times are subject to change.