

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 2020120001 Launch Notification](#)
Replace Automatic Transmissions
MY19 253, 292 (GLC-Class, GLE-Class)

Date: March 12, 2021

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 Automatic Transmissions
2020120001	19P2790009	
<p>This is to notify you of a Service Campaign launch regarding replacing the automatic transmissions on 21 Model Year ("MY") 2019 GLC-Class, and GLE-Class (253, and 292 platform) vehicles. Affected VINs will be flagged in VMI as "OPEN" on March 12, 2021.</p>		
Background		
Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain MY 2019 GLC-Class, and GLE-Class (253, and 292 platform) vehicles, the automatic transmission does not meet specification, and thus the possibility exists that a hard and delayed shift operation may occur.	
What We're Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will replace the automatic transmission on the affected vehicles.	
Parts	Parts are available and can be ordered as necessary.	
Vehicle Model Year(s)	2019	
Vehicle Model	GLC-Class, GLE-Class	
Vehicle Populations		
Total Campaign Population	71	
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>		



Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2020120001, March 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLC-Class, and GLE-Class (253, and 292 platform)
Model Year 2019**

Replace Automatic Transmissions

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain MY 2019 GLC-Class, and GLE-Class (253, and 292 platform) vehicles, the automatic transmission does not meet specification, and thus the possibility exists that a hard and delayed shift operation may occur. An authorized Mercedes-Benz dealer will replace the automatic transmission on the affected vehicles.

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 71 vehicle is affected.

Order No. P-SC-2020120001

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.

Work procedure

1. Replace automatic transmission.

- i** For basic data, see **AR27.10-P-0500OLI** for model 205 with OM654 without M005.
- i** For basic data, see **AR27.10-P-0500OLC** for model 213 and 238 with OM654 without M005.
- i** For basic data, see **AR27.10-P-0500LWX** for model 253 with M274 and M005.
- i** For basic data, see **AR27.10-P-0500MSA** for model 290 with M276 and M005.
- i** For basic data, see **AR27.10-P-0500GN** for model 292 with M276 and M005.

i The codes correspond to:

- M005 – VEHICLES WITH 4MATIC/ALL-WHEEL DRIVE.
- OM654 – R4 DIESEL ENGINE OM654.
- M274 – R4 SPARK-IGNITION (gasoline) ENGINE M274.
- M276 – V6 SPARK-IGNITION (gasoline) ENGINE M276.

Primary Parts Information

Qty.	Part Name	Part Number
1	Automatic transmission	*

* The replacement parts must be determined according to the VIN number via the parts process in the Xentry Portal (XPPI).

- i** Small parts such as screws/bolts, lock nuts, sealing rings, cable ties, fluids, sealant etc. are not listed in the parts list. The required small parts are taken into account in the budgeting and may be claimed.

Warranty Information

Operation: Replace automatic transmission for model 205.0 and 213 (02-1309)-→ Includes: *

Replace automatic transmission for model 238 (02-1309)→ Includes: *, **

Replace automatic transmission for model 253 (02-1309)→ Includes: *, **

Replace automatic transmission for model 292 (02-1309) →Includes: *

Replace automatic transmission for model 290 (02-1309)-→Includes: *, **, ***

Connect/disconnect vehicle diagnosis system (XENTRY Diagnosis) (02-4762)

Connect/disconnect starter battery charger (with XENTRY Diagnosis connected) (02-5058)

Carry out transmission adaptation (02-9658)

Extra work for: Remove/install engine compartment lining in vehicle with underbody protection (02-9676)

Damage Code	Operation Number	Labor Time (hrs.)
27 900 09 7	02-1309 (205.0 and 213)*	5.7
	02-1309 (238)*, **	5.8
	02-1309 (253)*, **	6.7
	02-1309 (292)*	6.7
	02-1309 (290)*, **, ***	10.2
	02-4762	0.1
	02-5058	0.1
	02-9658	ZM
	02-9676	0.2

* Unscrew/screw on ground line of on-board electrical system battery; fully remove/install lower engine compartment lining; remove/install left, right and center underfloor paneling; drain and fill oil at automatic transmission oil pan, incl. check/correct oil level (with ultrasonic method) VEH. with transmission 725.0 incl. hybrid; remove/install automatic transmission for veh. with transmission 725.0; perform commissioning of control unit

** Extra work for: Unscrew/screw on ground line of on-board electrical system battery for vehicle with front battery.

*** Drain, fill and correct coolant for low-temperature circuit.

**** Operation item may only be invoiced once per work order.



Note

Operation Number labor times are subject to change.