

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 Add Tool for Wheel Hub Cover MY21 167 (GLE-Class, GLS-Class)	DATE: October 29, 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



Service Campaign Launch Notification		October 29, 2021
Campaign No. :	Campaign Desc. :	Add Tool for Wheel Hub Cover
2021080002	21P5890202	
<p>This is to notify you of the Service Campaign Launch to add the tool for the wheel hub cover in 882 Model Year (“MY”) 2021 GLE-Class and GLS-Class (167 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on October 29, 2021.</p>		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain MY 2021 GLE-Class and GLS-Class (167 platform) vehicles, the tool for the wheel hub cover may be missing.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will check for the tool, and install if necessary.	
Parts	The Remedy is available and can be performed as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2021	
Vehicle Model	GLE-Class and GLS-Class	
Vehicle Populations		
Total Campaign Population	882	
Next Steps/Notes		
AOMS/SOMS	AOMs – This 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. 2021080002, October 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE-Class, GLS-Class (167 platform)**
Model Year 2021

Add Tool for Wheel Hub Cover

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain MY 2021 GLE-Class and GLS-Class (167 platform) vehicles, the tool for the wheel hub cover may be missing. MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will check for the tool, and install if necessary.

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 882 vehicles are affected.

Order No. P-SC-2021080002

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Record

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Add tool for wheel hub coverModel 167

Work Procedure

1. Add tool for wheel hub cover to the trunk, under the load compartment cover.

i There is no separate slot in the trunk.

Primary Parts Information

Qty.	Part Name	Part Number
1	Wheel hub cover tool	A 000 581 00 00

i **Note:** The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information

Damage Code	Operation Number	Description	Labor Time (hrs.)
58 902 02	02-0565	Add tool for wheel hub cover.	0.1

i **Note:** Always check ASRA for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.