

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>Check and Replace Vehicle Placard on B-Pillar</b> <b>MY20-21 GLE-Class, GLS-Class (167 platform)</b>	DATE: July 29, 2022

## IMPORTANT SERVICE CAMPAIGN LAUNCH

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>Service Campaign Launch Notification</b>		July 29, 2022
Campaign No. :	Campaign Desc. :	<b>Check and Replace Vehicle Placard on B-Pillar</b>
2022070010	20P5891719	
<p>This is to notify you of the <a href="#">Service Campaign Launch</a> to check the vehicle placard on the B-pillar, and replace if necessary, on <b>978</b> Model Year (“MY”) 2020-2021 GLE-Class and GLS-Class (167 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on <b>July 29, 2022</b>.</p>		
<b>Background</b>		
<b>Issue</b>	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2020-2021 GLE-Class and GLS-Class (167 platform) vehicles equipped with Michelin-branded tires, the maximum tire pressure shown on the B-pillar vehicle placard, may be higher than what is permitted by the manufacturer. Michelin states a maximum tire pressure of 300 kPa (44 PSI) for the originally supplied rear tires. The vehicle placard may list tire pressure at 320 kPa (47 psi), however, operation of the tires with a tire pressure as specified has no effect and will not lead to any impairment of the handling characteristics.</p>	
<b>What We’re Doing</b>	<p>MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will check and replace the B-Pillar vehicle placard, if necessary.</p>	
<b>Parts</b>	<p>The remedy is available and can be performed as necessary.</p>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2020-21	
<b>Vehicle Model</b>	GLE-Class and GLS-Class	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	978	
<b>Next Steps/Notes</b>		
<b>AOMS/SOMS</b>	<p>AOMs - This campaign may generate questions from your dealers.</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. 2022070010, July 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE-Class and GLS-Class (167 platform)**  
**Model Year 2020-2021**

## **Check and Replace Vehicle Placard on B-Pillar**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2020-2021 GLE-Class and GLS-Class (167 platform) vehicles equipped with Michelin-branded tires, the maximum tire pressure shown on the B-pillar vehicle placard, may be higher than what is permitted by the manufacturer. Michelin states a maximum tire pressure of 300 kPa (44 PSI) for the originally supplied rear tires. The vehicle placard may list tire pressure at 320 kPa (47 psi), however, operation of the tires with a tire pressure as specified has no effect and will not lead to any impairment of the handling characteristics.

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 978 vehicles are affected.

Order No. P-SC-2022070010

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

# Service Campaign Bulletin

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Check tire pressure entry in VeDoc, correct if necessary and replace vehicle placard on left B-pillar

### Check procedure

1. Check air pressure entry in VeDoc system in "Model plate" tab for 1st axle and 2nd axle (**figure 1**).

**i** Air pressure data in VeDoc system must be taken from tire pressure label (**1.7 figure 2**).

The screenshot shows the 'Model plate' tab in the VeDoc system. The 'WHEEL/TIRE SPECIFICATIONS' section contains the following data:

	Kilograms	Pounds
Permissible total weight	2750	6063
Permissible total weight of vehicle combination		
Permissible axle load Axle 1	1300	2866
Perm. axle load, axle 2	1550	3417

Tires Axle 1	275/50 R20	Rim Axle 1	8.5Jx20	Air pressure on Axle 1	210(31)
Tires Axle 2	275/50 R20	Rim Axle 2	8.5Jx20	Air pressure on Axle 2	270(39)

Figure 1

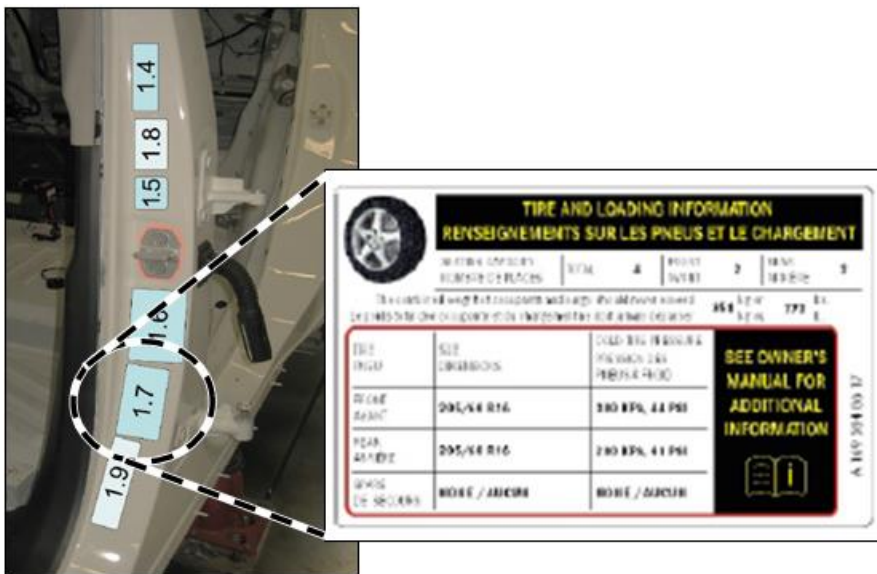


Figure 2

- a. Air pressure indication for full load on additional tire pressure label does **not** match with air pressure indications in the VeDoc system: Perform **work procedure**
- b. Air pressure indication for full load on additional tire pressure label matches with air pressure indications in VeDoc system: **End measure**.

## Work procedure

1. Open VEDOC-XSF ticket to have the VEDOC data corrected for "Model plate" tab for 1st axle and 2nd axle (**figure 1**).

**i** The data for the air pressure in the VeDoc system must be taken from the tire pressure label (**1.7 figure 2**).

Mercedes-Benz Support & Feedback

Ticket ID

Priority: Default

Status: open

Ticket created on:

Keyword:

Company name: Info

Attachments:

Refresh

Name

Delete Open

Save as Add

Directly exit XENTRY Portal

Print version

Create ticket Cancel

Please submit personal data only if it is explicitly requested.

Vehicle data Customer data Contact data

Sales designation

Brand:

- Mercedes-Benz
- smart
- Maybach
- Setra
- Cooperation partners
- Fuso

Category:

- PC
- Truck
- Bus
- Van
- Unimog
- Engine/IMO/IAG
- Classic

WMC FIN VIN

Vehicle data/VeDoc FAQ (0) Communication

Query type: Questions to content, process or operation

Topic: Vehicle data, general queries

Sub-theme: General redocumentation

Vehicles built prior to 1986 are only partially documented in the data cards. Please click on "Classic" for queries relating to vehicles built bef

To Classic

Engine/IMO/IAG no. Major assy no.

System Software version

Error message

Problem description

Changing tire pressure information for P-SC-2020110009  
Model Plate  
Air pressure on Axle 1 xxx(xx)  
Air pressure on Axle 2 xxx(xx)

2. Replace vehicle placard at left B-pillar (**bonding position 1.6, figure 3**).

**i** Only order and replace vehicle placard after the change in the VeDoc system, as this will be printed based on the updated data in VeDoc!

**i** Remove vehicle placard at left B-pillar, remove any residual adhesive, and clean bonding surface.

**i** The vehicle placard must be determined in accordance with the equipment code for the vehicle identification number via the parts process in the XENTRY Portal!



Figure 3

**Primary Parts Information**

Qty.	Part Name	Part Number
1	B-pillar vehicle placard	*

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

**i** Only order and replace vehicle placard after the change in the VeDoc system, as this will be printed based on the updated data in VeDoc!

**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.)
58 917 19	02-0319	Check/correct tire pressure entry in VeDoc	0.3
	02-0347	Replace vehicle placard at left B-pillar	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.