

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Senior Manager, Vehicle Compliance and Analysis, Engineering Services
RE: <b>Service Campaign Update Notification</b> <b>Check Front Diffuser Attachment Point Seal</b> <b>Temporary Campaign Deactivation</b> <b>MY21 GT Black Series (190 platform)</b>	DATE: July 21, 2023

## IMPORTANT SERVICE CAMPAIGN UPDATE

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES (1-800-367-6372).

Sincerely,

Gregory Gunther

Senior Manager, Vehicle Compliance & Analysis



<b>Service Campaign Update Notification</b>		July 21, 2023
Campaign No. :	Campaign Desc. :	<b>Check Front Diffuser Attachment Point Seal Temporary Campaign Deactivation</b>
2023030016	22P8891008	
<p>This is to notify you of a <a href="#">Service Campaign Update</a> to check the front diffuser on <b>379</b> Model Year (“MY”) 2021 GT Black Series (190 platform) vehicles. The vehicles are visible and were flagged in VMI as “OPEN” on <b>April 28, 2023</b>.  <b>The campaign was deactivated on July 18, 2023 and will be reactivated once revised work instructions are issued.</b></p>		
<b>Background</b>		
<b>Issue</b>	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2021 GT (190 platform) vehicles, the front diffuser may not meet current production specifications.	
<b>What We’re Doing</b>	<p>The campaign has been deactivated pending new work instructions. Approximate re-launch timeline is mid-August 2023. Once new work instructions are issued, the campaign will be reactivated and the field will be informed accordingly.</p> <p><b>Claims for repairs:</b>                  RO open dates on or prior to July 20, 2023 will be accepted. If any errors occur, please open a Warranty OneTrac case for issue resolution.</p>	
<b>Parts</b>	<b>Remedy is not available.</b>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2021	
<b>Vehicle Model</b>	GT Black Series	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	379	
<b>Next Steps/Notes</b>		
<b>AOMS/SOMS</b>	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>		

