

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 2020090002 Launch Notification](#)  
**Check Front Axle Suspension Struts**  
**MY20 X167 (GLS-Class)**

Date: November 6, 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>Check Suspension Struts of Front Axle</b>
2020090002	20P3294005	
<p>This is to notify you of a <a href="#">Service Campaign</a> launch regarding the front axle suspension struts on <b>6,738</b> Model Year (“MY”) 2020 GLS-Class (X167 platform) vehicles. Affected VINs will be flagged in VMI as "OPEN" on <b>November 6, 2020</b>.</p>		
<b>Background</b>		
<b>Issue</b>	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain Model Year (“MY”) 2020 GLS-Class vehicles (X167 platform), the stop plate on the front axle suspension struts may not have been installed correctly on the support ring. It is possible that the vehicle level may lower to that of the bump stops.	
<b>What We’re Doing</b>	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will check the front axle suspension struts. <b>The rework rate for the Service Campaign is <u>only 1%</u> of the total affected vehicles. Please order struts as needed but do not over-order. MBUSA will be monitoring all part orders and quantities.</b>	
<b>Parts</b>	Parts are available and can be ordered as necessary.	
<b>Vehicle Model Year(s)</b>	2020	
<b>Vehicle Model</b>	GLS-Class	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	6,738	
<b>Next Steps/Notes</b>		
<b>AOMS/SOMS</b>	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. 2020090002, October 2020

TO: ALL MERCEDES-BENZ CENTERS

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

## **Check Suspension Struts of Front Axle**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain Model Year ("MY") 2020 GLS-Class vehicles (X167 platform), the stop plate on the front axle suspension struts may not have been installed correctly on the support ring. It is possible that the vehicle level may lower to that of the bump stops. We therefore ask that you check the front axle suspension struts on the affected vehicles and replace them 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 6,738 vehicle is affected.

Order No. P-SC-2020090002

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.

**i** Code 489 corresponds to "AIRMATIC/air suspension".

### Check/test procedure

1. Check whether stop plate (A, Figure 1) on support ring (B, Figure 1) is assembled correctly.

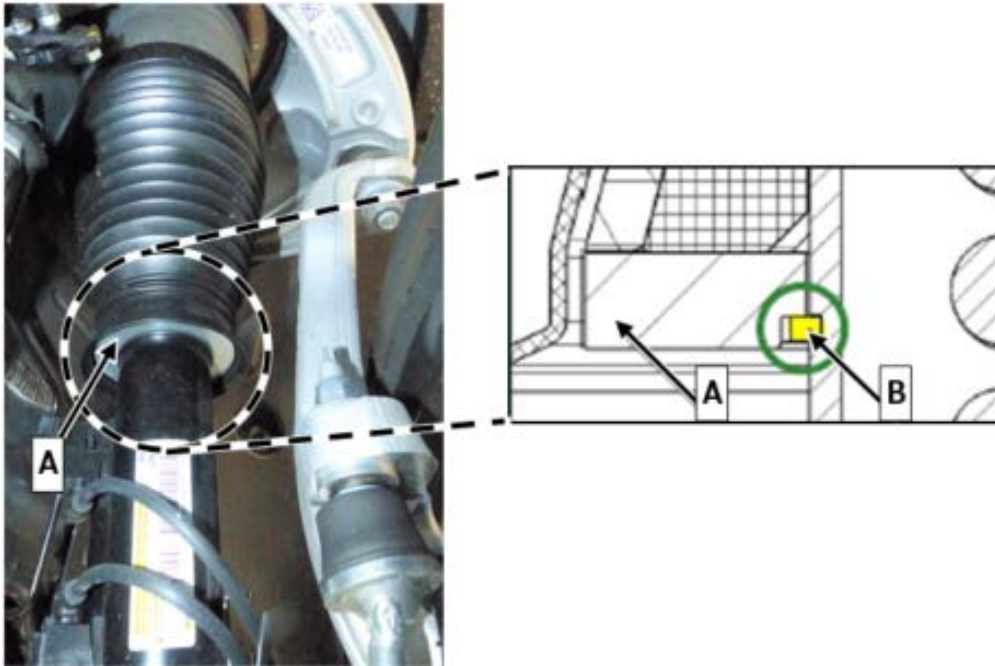


Figure 1 (correct assembly)

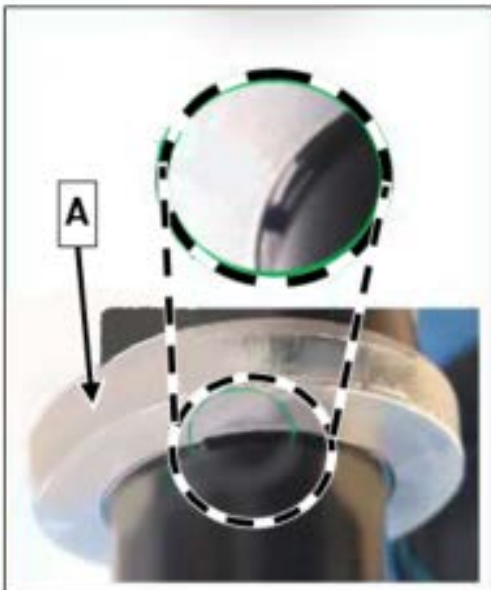


Figure 2 (OK)

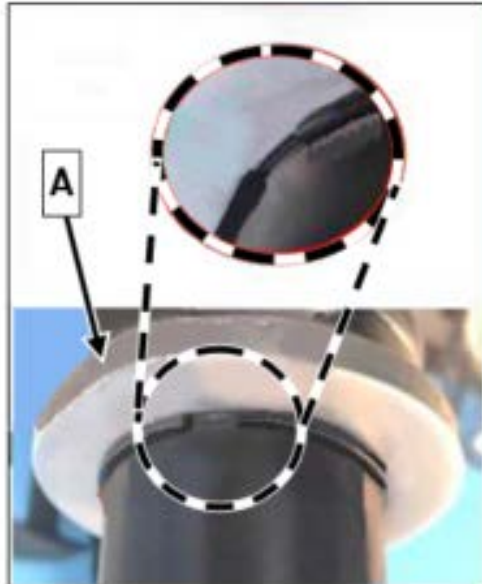


Figure 3 (NOT OK)

- a. Stop plate (A, Figure 2) is seated correctly: **End measure.**
- b. Stop plate (A, Figure 3) is **NOT** seated correctly: **Carry out work procedure.**

## Work procedure

1. Replace front suspension strut.

**i** For basic data, see **AR32.25-P-1017ME**.

**i** Transfer the air volume of the front axle suspension struts to the central reservoir in order to avoid time-consuming external filling.

2. Assemble in reverse order.
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## Primary Parts Information

Qty.	Part Name	Part Number
As required	Air suspension strut	A 167 320 11 03
As required	Cyl. screw	A 000 990 60 25
As required	Nut-and-washer assembly	A 005 990 47 50 64
As required	Nut	N 000000 008267
As required	Nut	N 000000 008270

## Warranty Information

### With check

**Operation:** Check suspension struts of front axle (02-1011)

Damage Code	Operation Number	Labor Time (hrs.)
32 940 05 8	02-1011	0.2

### With check and replace

**Operation:** Check suspension struts of front axle (02-1011)

Replace front axle suspension strut

**Includes:** Remove/install wheel and tire assembly with wheel lift dolly

Perform quick test

Adjust LED headlamps

Damage Code	Operation Number	Labor Time (hrs.)
32 940 05 8	02-1011	0.2
	02-1012*	2.3

\*Operation item is to be repeated as often as required.

**i** **Note**

Operation Number labor times are subject to change.