

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 Replace Tire Pressure Label MY20-21 167(GLE-Class, GLS-Class)	Date: November 13, 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



Campaign No. :	Campaign Desc.:	Replace Tire Pressure Label
2020110009	20P5891703	
This is to notify you of a Service Campaign launch to replace the tire pressure label on 777 Model Year (“MY”) 2020-2021 167 (GLE-Class, GLS-Class) vehicles. This service campaign is related to PENDING RECALL NHTSA ID# 20V674 . Affected VINs will be flagged in VMI as "OPEN" on November 13, 2020.		
Background		
Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020-2021 GLE-Class (167 platform) and GLS-Class (X167 platform) vehicles equipped with Michelin Primacy Tour A/S tires, the maximum tire pressure specified on the tire placard located on the B-pillar and on the fuel filler door is inconsistent with the maximum permissible tire pressure listed on the side wall of the tire.	
What We’re Doing	An authorized Mercedes-Benz dealer will replace the tire pressure label on the affected vehicles.	
Parts	Parts are available and can be ordered as necessary. Part numbers must be determined for each vehicle in XPPI. Parts orders are VIN-required and should be placed VOR only due to the order type/VIN requirement. Orders received non-VOR will not be placed and will result in delays.	
Vehicle Model Year(s)	2020-2021	
Vehicle Model	GLE-Class, GLS-Class	
Vehicle Populations		
Total Campaign Population	777	
Next Steps/Notes		
AOMS/SOMS	<p>AOMs – This Service Campaign may generate questions from your dealers.</p> <p>IMPORTANT: After warranty claim submission for this service campaign, VINs currently in “pending” status will be automatically removed from the recall (Campaign Desc: 20P2197312, NHTSA ID# 20V674) population within a minimum of 5 to 7 business days in Netstar VMI. Please allow time for the systems to accept the service campaign claim and change the status accordingly. Once the service campaign is closed, the vehicle may be sold.</p> <p>Please advise your dealers to submit the claims as soon as possible to prevent delays. Also, please allow time for the systems to accept the claim and change the status accordingly.</p> <p>Vehicles can be requested to be added to the campaign. However, please be advised that adding vehicles to the service campaign is managed by MBAG and this process will take 1 week.</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.		



Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2020110009, November 2020

Revision B 01/19/2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE-Class and GLS-Class vehicles (167 and X167 platform)**
Model Year 2020-2021

Replace Tire Pressure Labels

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020-2021 GLE-Class (167 platform) and GLS-Class (X167 platform) vehicles equipped with Michelin Primacy Tour A/S tires, the maximum tire pressure specified on the tire placard located on the B-pillar and on the fuel filler door is inconsistent with the maximum permissible tire pressure listed on the side wall of the tire. An authorized Mercedes-Benz dealer will replace the tire pressure labels in the B-pillar and fuel filler door.

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 777 vehicles are affected.

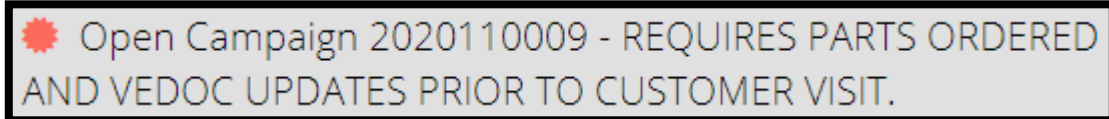
Order No. P-SC-2020110009

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

Replace tire pressure information labels and check tire pressure entry in VeDoc, replace identification plate if necessary
Model 167

This campaign includes a special VMI pop-up message as shown below.



i Labels for Work Procedure A, Step 1 and 2, shall be ordered first then Vedoc shall be checked/updated and the 3rd label can be ordered if it is needed prior to the customers appointment.

i The processing of the operation steps in this sequence is absolutely mandatory.

If needed, only order and replace identification plate (Work procedure B) after the change in the VeDoc system, as this will be printed based on the updated data in VeDoc!

i Mobile repair may be considered for customers service if applicable.

Work Procedure A

1. Replace tire pressure information label (**figure 1**) on inside of fuel filler flap (**bonding position 10.1, figure 2 or 3**).

i Remove tire pressure information label on inside of fuel filler flap, remove any residual adhesive, and clean bonding surface.

i The tire pressure information label must be determined in accordance with the equipment code for the vehicle identification number via the parts process in the XENTRY Portal!

100 kPa = 1 bar		lbf/in²		PSI	
245/50 R18	240	35	260	38	
245/40 R20	270	39	310	45	
275/35 R20	270	39	310	45	
245/50 R18	240	35	260	38	
275/45 R18	260	38	300	44	
245/45 R19	240	35	240	35	
275/45 R19	240	35	260	38	
245/45 R19 M&S	240	35	270	39	
	270	39	320	46	

Figure 1



Figure 2

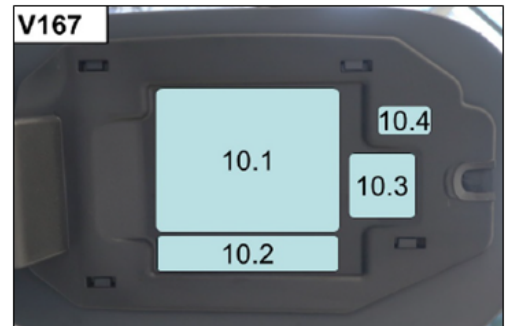


Figure 3

2. Replace additional tire pressure label (**figure 4**) at left B-pillar (**bonding position 1.7, figure 5**).

i Remove additional tire pressure label at left B-pillar, remove any residual adhesive, and clean bonding surface.

i The additional tire pressure label must be determined in accordance with the equipment code for the vehicle identification number via the parts process in the XENTRY Portal!



Figure 4

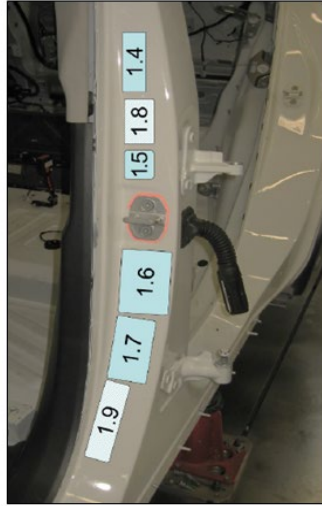


Figure 5

3. Check air pressure entry in VeDoc system in "Model plate" tab for 1st axle and 2nd axle (**figure 6**).

i Air pressure data in VeDoc system must be taken from new additional tire pressure label (**figure 4**).

WEIGHT SPECIFICATIONS		
	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

WHEEL/TIRE SPECIFICATIONS		
Tires Axle 1	275/50 R20	Rim Axle 1 8.5Jx20
Tires Axle 2	275/50 R20	Rim Axle 2 8.5Jx20

Air pressure on Axle 1	210(31)
Air pressure on Axle 2	270(39)

Figure 6

- 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 B

1. Open VEDOC-XSF ticket to have the VEDOC data corrected for "Model plate" tab for 1st axle and 2nd axle (figure 6).
 i The data for the air pressure in the VeDoc system must be taken from the new additional tire pressure label (figure 4).

2. Replace identification plate (figure 7) at left B-pillar (bonding position 1.6, figure 5).
 i Only order and replace identification plate after the change in the VeDoc system, as this will be printed based on the updated data in VeDoc!
 i Remove identification plate at left B-pillar, remove any residual adhesive, and clean bonding surface.
 i The identification plate must be determined in accordance with the equipment code for the vehicle identification number via the parts process in the XENTRY Portal!



Figure 7

Primary Parts Information

Qty.	Part Name	Part Number
1	(Fuel filler flap tire pressure) information label	*
1	Information label (additional tire pressure label on B-pillar)	*
As required (1)	B-pillar identification plate	*

* 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 **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 03	02-0801	Check tire pressure entry in VeDoc Includes: Replace tire pressure information label at fuel filler flap and B-pillar	0.3 h
	02-0802	Correct tire pressure entry in VeDoc (after check) Includes: Replace identification plate at left B-pillar	0.2 h

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.

i **Note:** **Do not submit warranty claim until all work procedure steps are finished!**