

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 2020100007 Launch Notification**
Replace Front and Rear Active Roll Stabilizers
MY21 167 (GLE-Class, GLS-Class)

Date: January 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



Campaign No. :	Campaign Desc. :	Replace Front and Rear Active Roll Stabilizers
2020100007	20P3292101	
This is to notify you of a Service Campaign launch to replace the front and rear active roll stabilizers on 73 Model Year ("MY") 2021 GLE-Class, GLS-Class (167 platform) vehicles. Affected VINs will be flagged in VMI as "OPEN" on January 29, 2021 .		
Background		
Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain Model Year ("MY") 2021 GLE-Class and GLS-Class (167 platform), the front and rear stabilizers do not correspond to the current series production configuration. If the plastic on the stabilizer housing were to tear, a fault message would appear in the instrument cluster and the dampers would be set to the hard setting. In addition, related noises may be perceived while driving.	
What We're Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will check the front and rear active roll stabilizers on the affected vehicles and replace them if necessary.	
Parts	Parts are available and can be ordered as necessary.	
Vehicle Model Year(s)	2021	
Vehicle Model	GLE-Class, GLS-Class	
Vehicle Populations		
Total Campaign Population	73	
Next Steps/Notes		
AOMS/SOMS	AOMs – This Service Campaign may generate questions from your dealers.	
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. 2020100007, January 2021

Revision A 04/29/2022

TO: ALL MERCEDES-BENZ CENTERS

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

Replace Stabilizers of Front and Rear Active Roll Stabilization

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain Model Year ("MY") 2021 GLE-Class and GLS-Class (167 platform), the front and rear stabilizers do not correspond to the current series production configuration. If the plastic on the stabilizer housing were to tear, a fault message would appear in the instrument cluster and the dampers would be set to the hard setting. In addition, related noises may be perceived while driving. An authorized Mercedes-Benz dealer will check the front and rear active roll stabilizers 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 73 vehicle is affected.

Order No. P-SC-2020100007


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.

Service Campaign Bulletin

 The listed documents solely differ to the **active roll stabilization (eARS)** in the release and attachment of the plugs and electrical wiring harnesses at the stabilizers.
The corresponding documents on the **active roll stabilization (eARS)** will soon be available.


Work procedure


1. Remove front stabilizer.

 For basic data, see **AR32.35-P-2200ME**.

2. Disconnect electrical plugs of the stabilizer and remove ground lines.

3. Install front stabilizer.


 For basic data, see **AR32.35-P-2200ME**.


 Tighten bolts of stabilizer bracket at front axle carrier with **100 Nm + 45°**.

 Tighten bolts of stabilizer at torsion bar linkage with **80 Nm + 90°**.

4. Connect electrical plugs of stabilizer and attach ground lines.


5. Remove rear stabilizer.


 For basic data, see **AR32.35-P-2210ME**.

 To disconnect the electrical connectors of the stabilizer, the rear left wheel arch cover must be removed.

6. Disconnect electrical plug of the stabilizer and remove ground line.

7. Install rear stabilizer.

 For basic data, see **AR32.35-P-2210ME**.

 Tighten screws of stabilizer at rear axle carrier with **100 Nm + 45°**.

 Tighten screws of stabilizer at torsion bar linkage in following sequence:

Stage 1: Tighten with 100 Nm.


Stage 2: Release nut by 180°.

Stage 3: Tighten with 40 Nm + 80°.

8. Connect electrical plug of the stabilizer and attach ground line.

9. Assemble in reverse order.


Note:


- Use Xentry 6/20 with all associated patches or higher.
- Follow the steps exactly as described in Xentry.
- Connect battery charger (battery voltage  >12.5V).
- Ensure all electrical consumers are switched-off.
- In the event of software/SCN update issues, contact Star Diagnosis User Help Desk via. XSF ticket.
- Refer to Star Diagnosis System (SDS) Best Practices Guide.

10. Connect XENTRY Diagnosis.

11. Update software of **front active roll stabilization** electric controller unit control unit.


 To do this, select menu item "Quick test view ➡ A108/2 Electric controller unit of front active roll stabilization ➡ Adaptations ➡ Control unit update ➡ – Update control unit software."

 Then follow the user guidance in XENTRY Diagnosis.


 **If no new software is available, continue with operation step 12.**


12. Perform SCN coding in **front active roll stabilization** electric controller unit control unit


 To do this, select menu item "Quick test view ➡ A108/2 Electric controller unit of front active roll stabilization ➡ – Adaptations ➡ Control unit update ➡ Update SCN coding."

 Then follow the user guidance in XENTRY Diagnosis.

13. Update software of **rear active roll stabilization** electric controller unit control unit.

 To do this, select menu item "Quick test view ➡ A108/3 Electric controller unit of rear active roll stabilization ➡ Adaptations ➡ Control unit update ➡ Update control unit software."

 Then follow the user guidance in XENTRY Diagnosis.

 **If no new software is available, continue with operation step 14.**

14. Perform SCN coding in **rear active roll stabilization** electric controller unit control unit.

 To do this, select menu item "Quick test view ➡ A108/3 Electric controller unit of rear active roll stabilization ➡ Adaptations ➡ Control unit update ➡ Update SCN coding."

 Then follow the user guidance in XENTRY Diagnosis

15. Disconnect XENTRY Diagnosis.

Primary Parts Information

Qty.	Part Name	Part Number
1	Torsion bar (front stabilizer)	A 167 323 98 00
1	Torsion bar (rear stabilizer)	A 167 326 17 01
3	Cable strap	A 001 995 53 90
8	Front and rear stabilizer screw	N 910105 012021
2	Front torsion bar linkage screw	N 000000 005254
2	Rear torsion bar linkage nut	A 005 990 48 50

Warranty Information

Operation: Replace stabilizers of front and rear axles (02-1028)

Includes: Remove/install center section lower engine compartment lining
Remove/install 4 wheel and tire assemblies with wheel lift dolly

Extra work for: Remove/install engine compartment lining in vehicle with underbody protection (02-9676)
Connect/disconnect diagnostic system (XENTRY Diagnosis)(02-4762)
Connect/disconnect starter battery charger (with XENTRY Diagnosis connected) (02-5058)
Update software of front active roll stabilization electric controller unit control unit (02-9334)
Update software of rear active roll stabilization electric controller unit control unit (02-9334)
Perform SCN coding in **front** active roll stabilization controller unit control unit (02-9446)
Perform SCN coding in **rear** active roll stabilization controller unit control unit (02-9446)

Damage Code	Operation Number	Labor Time (hrs.)
32 921 01 7	02-1028	2.7
	02-9676*	*
	02-4762**	0.1
	02-5058**	0.1
	02-9334	0.1
	02-9334	0.1
	02-9446	0.1
	02-9446	0.1

* Time prescribed by ASRA based on VIN.

** Operation numbers may only be claimed once per R.O.



Note

Operation Number labor times are subject to change.