

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>Replace Filling Capacity of Air Conditioning System</b> <b>Supplementary Booklet</b> <b>MY 21 290 (GT-Class)</b>	DATE: May 28, 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



<b>Service Campaign Launch Notification</b>		<b>May 28, 2021</b>
<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Replace Filling Capacity of Air Conditioning System Supplementary Booklet</b>
2021030024	21P8391104	
<p>This is to notify you of the <b>Service Campaign Launch</b> to replace filling capacity of Air Conditioning System supplementary booklet in <b>1,252</b> Model Year (“MY”) 2021 GT-Class (290 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on <b>May 28,2021</b>.</p>		
<b>Background</b>		
<b>Issue</b>	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain MY 2021 GT-Class (290 platform) vehicles, the information on the refrigerant in the operator’s manual may have been documented incorrectly. It is therefore possible that the refrigerant may be filled incorrectly during a workshop visit.	
<b>What We’re Doing</b>	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will replace the operator’s manual for the air conditioning system on the affected vehicles.	
<b>Parts</b>	Parts are available and can be ordered as necessary.	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2021	
<b>Vehicle Model</b>	GT-Class (290)	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	1,252	
<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>		



# Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2021030024, May 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model AMG GT-Class (290 platform)**  
**Model Year 2021**

## **Replace Filling Capacity of Air Conditioning System Supplementary Booklet**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain MY 2021 GT-Class (290 platform) vehicles, the information on the refrigerant in the operator's manual may have been documented incorrectly. It is therefore possible that the refrigerant may be filled incorrectly during a workshop visit. An authorized Mercedes-Benz dealer will replace the operator's manual for the air conditioning system on the affected vehicles.

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 1,252 vehicles affected.

Order No. P-SC-2021030024

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.

## Work procedure

1. Check whether the supplementary booklet is in the vehicle document wallet and whether it is the correct version.

**i** If supplementary booklet is **not** present, a printed supplementary booklet must be placed in the vehicle document wallet as an aftermarket measure.

**i** Where present: Compare printed supplementary booklet with the parts table and replace.

## Primary Parts Information

Qty.	Part Name	Part Number
As required (1)*	Supplementary booklet (multilingual: USA/CAN/CHN)	A 290 584 46 03

\* The replacement parts must be determined according VIN via the parts process in the Xentry Portal(XPPI).

## Warranty Information

**Operation:** Check operator's manual, supply if necessary (02-9471)

Damage Code	Operation Number	Labor Time (hrs.)
83 911 04 7	02-9471	0.1

**i** **Note**

Operation Number labor times are subject to change.