

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 Retrofit Exhaust System Vibration Damper MY21 167 (GLE-Class, GLS-Class)	DATE: October 1, 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



Service Campaign Launch Notification		October 1, 2021
Campaign No. :	Campaign Desc. :	Retrofit Vibration Damper for Exhaust System
2021070018	21P4991006	
<p>This is to notify you of the Service Campaign Launch to retrofit the exhaust system vibration damper in 2,945 Model Year (“MY”) 2021 GLE-Class and GLS-Class (167 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on October 1, 2021.</p>		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2021 GLE-Class and GLS-Class (167 platform) vehicles, the exhaust system does not correspond to the current production configuration. It is possible that the vibration damper assembly could become damaged due to vibrations while driving.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will replace the exhaust system vibration damper assembly.	
Parts	The Remedy is available and can be performed as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2021	
Vehicle Model	GLE-Class, GLS-Class	
Vehicle Populations		
Total Campaign Population	2945	
Next Steps/Notes		
AOMS/SOMS	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. 2021070018, October 2021

TO: ALL MERCEDES-BENZ CENTERS

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

Retrofit Vibration Damper for Exhaust System

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2021 GLE-Class and GLS-Class (167 platform) vehicles, the exhaust system does not correspond to the current production configuration. It is possible that the vibration damper assembly could become damaged due to vibrations while driving. MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will replace the exhaust system vibration damper assembly.

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 2,945 vehicles are affected.

Order No. P-SC-2021070018

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

Retrofit Vibration Damper for Exhaust System Model 167

Work Procedure

1. Remove lower rear engine compartment lining.
i For basic data, see **AR61.20-P-1105ME**.
2. Retrofit vibration damper.
 - 2.1. Remove bolts (A) from catalytic converter mounting support (Figure 1).
i Removed bolts are no longer required!

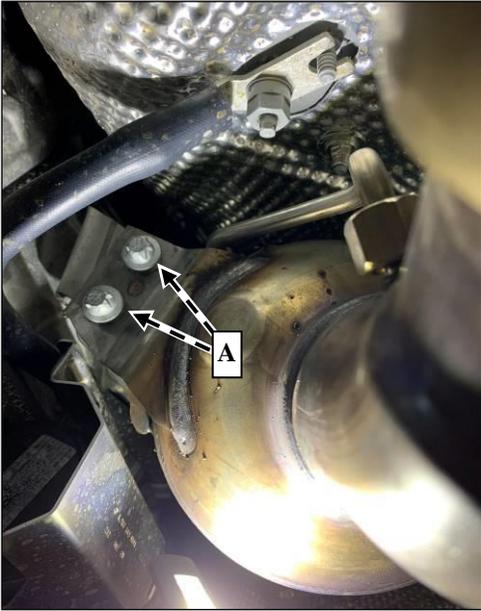


Figure 1

- 2.2. Attach new bolts to catalytic converter mounting support.
i Part number of new bolts N000000 004917.
i Do ***not*** tighten new bolts (Figure 2)!

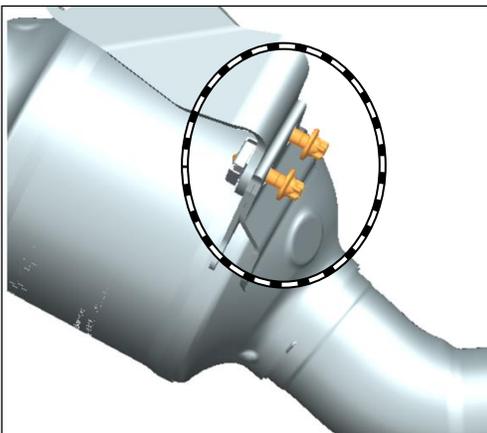


Figure 2

2.3. Prepare vibration damper bracket (B) for installation (Figure 3).

2.3.1. Remove nuts (C) and washers (D) from vibration damper bracket (Figure 3).

2.3.2. Remove U- bolt (E) from vibration damper bracket (Figure 3).

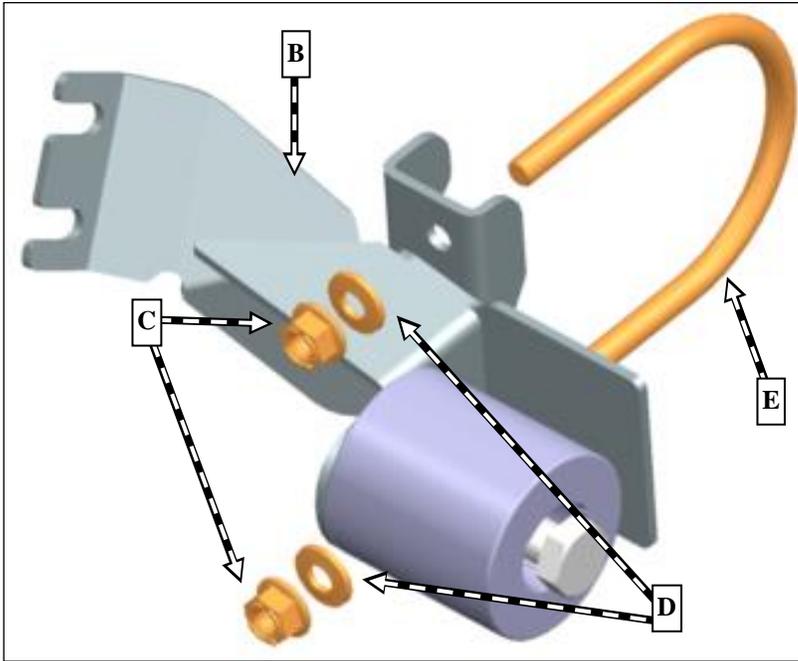


Figure 3

2.4. Position vibration damper bracket at catalytic converter exhaust pipe.

i The U-shaped vibration damper bracket section must be flush with the catalytic converter exhaust pipe (Figure 4)!

i The open-ended elongated holes of the vibration damper bracket must face the same direction as the open-ended elongated holes of the catalytic converter mounting bracket. (Figure 5)!

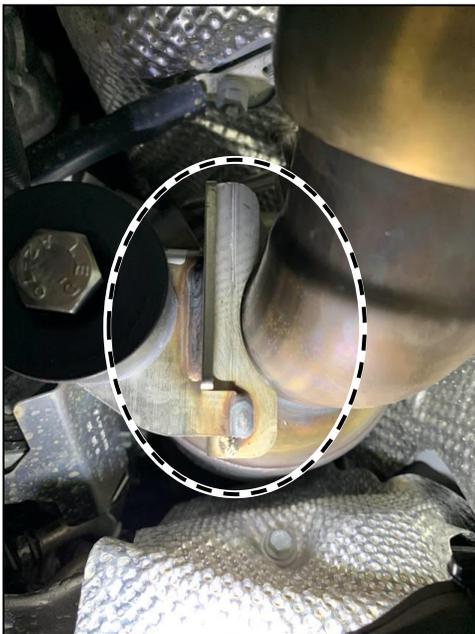


Figure 4



Figure 5

2.5. Tighten bolts (F) for the vibration damper bracket to the catalytic converter bracket (Figure 6).

i Torque: 20 **Nm**!

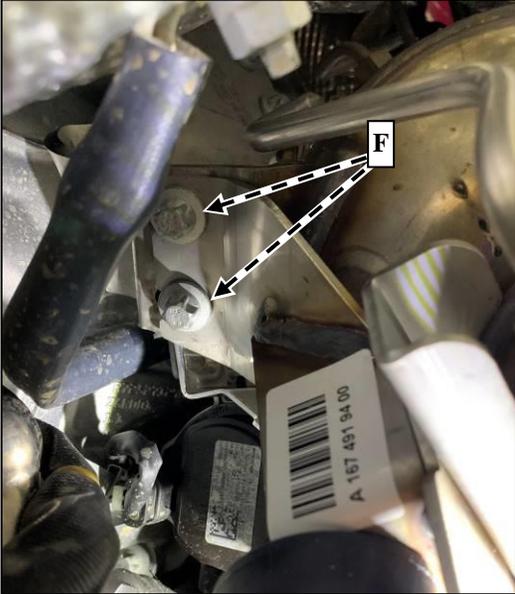


Figure 6

2.6. Position U-bolt, washers and nuts of vibration damper.

2.6.1. Attach U-bracket above exhaust pipe on vibration damper.

2.6.2. Attach clamping disks to U-bolt.

i Ensure clamping disks are correctly aligned!

i The raised side of the washer must point in direction of nut (Figure 7)!

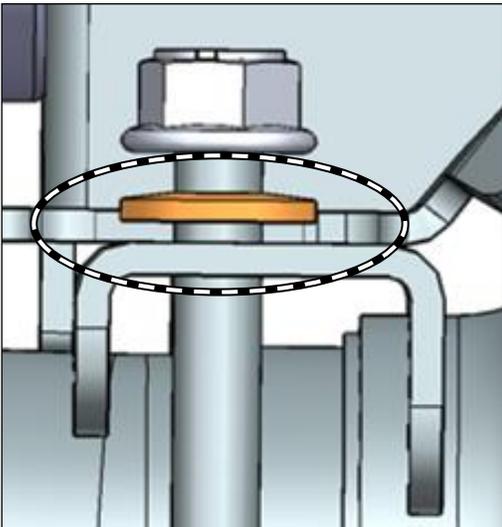


Figure 7

2.6.3. Secure nuts of vibration damper.

2.6.3.1. Attach nuts to vibration damper.

i Torque: 5 **Nm**!

2.6.3.2. The threaded ends of the U-bolt must have the same length/number of threads protruding from the back side of the nuts before torquing to specification (Figure 8).

i Two complete turns of the nuts on the U-bolt!

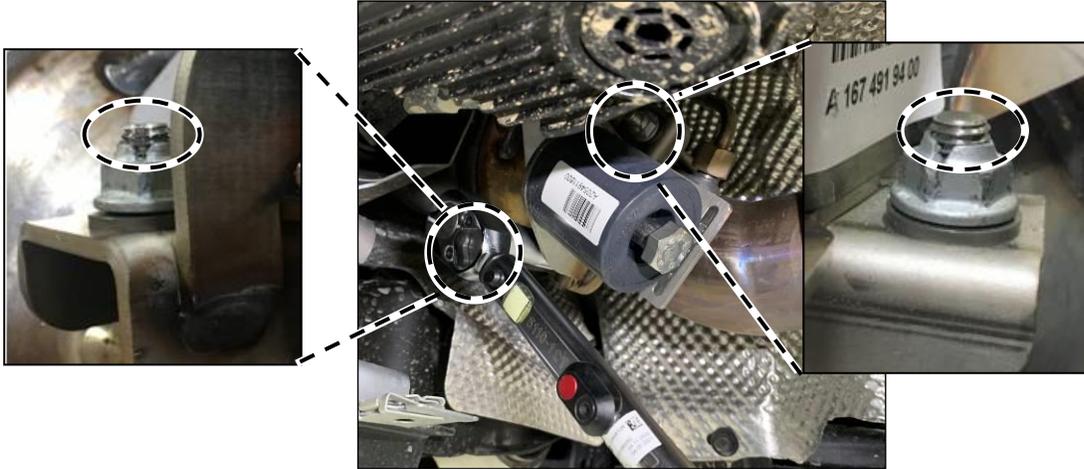


Figure 8

2.6.3.3. Tighten nuts at vibration damper!

i Torque: 12 **Nm**!

3. Assemble lower rear engine compartment lining in reverse order.

Primary Parts Information

Qty.	Part Name	Part Number
2	Bolt (hexalobular M8 X 25)	N 000000 004917
1	Vibration damper	A 167 491 94 00

i Small parts such as screws, lock nuts, sealing rings, cable ties, fluids, sealant, etc. are not listed in the parts list. The required small parts are taken into account in the budgeting.

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.)
49 910 06	02-1969	Retrofit vibration damper at exhaust system Includes: Remove/install lower rear engine compartment lining and lower center section	0.8 h
	02-9676	Extra work for: Remove/install engine compartment lining in vehicle with underbody protection	ZM

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.