

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Senior Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Service Campaign Launch Notification Insert Supplementary Booklet in Document Wallet MY24 GLE (167 platform)	DATE: March 22, 2024

IMPORTANT SERVICE CAMPAIGN LAUNCH

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES (1-800-367-6372).

Sincerely,

Gregory Gunther

Senior Manager, Vehicle Compliance & Analysis



Service Campaign Launch Notification		March 22, 2024
Campaign No. :	Campaign Desc. :	Insert Supplementary Booklet in Document Wallet
2024030004	24P5892222	
<p>This is to notify you of the Service Campaign Launch to insert a supplementary booklet in the document wallet in 34 Model Year (“MY”) 2024 GLE (167 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on March 22, 2024.</p>		
Background		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that in certain MY 2024 GLE (167 platform) vehicles, the printed operator’s manual in the vehicle document wallet may not correspond to current production specifications. Therefore, it is possible that the occupant presence reminder may not be described in the printed operator’s manual.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will insert a supplementary booklet in the document wallet.	
Parts	The remedy is available and can be performed as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2024	
Vehicle Model	GLE	
Vehicle Populations		
Total Campaign Population	34	
Next Steps/Notes		
Customer Notification Timeline	Customer letters will not be mailed.	
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. 2024030004, March 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE (167 platform)**
Model Year 2024

Insert Printed Supplementary Booklet in Document Wallet

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2024 GLE (167 platform) vehicles, the printed operator's manual in the vehicle document wallet may not correspond to the current production configuration. Therefore, it is possible the occupant presence reminder ("CPD") may not be described in the operator's manual. An authorized Mercedes-Benz dealer will insert the supplementary booklet into the vehicles document wallet.

Prior to performing this Campaign:

- **VMI must 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 34 vehicles are affected.

Order No. P-SC-2024030004

Service Campaign Bulletin

Insert Printed Supplementary Booklet in Document Wallet

Work Procedure

1. Insert the supplementary booklet in the vehicle document wallet.
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Primary Parts Information

Quantity	Part Name	Part Number
1	Supplementary booklet	A 296 584 87 01

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.)
58 922 22	12-2053	Insert supplementary booklet in vehicle document wallet	0.1