



Campaign No. 2020090001, September 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE-Class and GLS-Class (167 and X167 platform)**
Model Year 2020
Sealing of Shock Absorbers

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020 GLE-Class (167 platform) and GLS-Class (X167 platform) vehicles, the piston seals on the front struts and rear shock absorbers might not meet current production specifications. A piston seal that does not meet specification could, over time, lead to premature wear of the front strut or rear shock absorber. If the vehicle continues to be driven and the progressive wear were to remain unnoticed, the vehicle's handling capabilities could be affected. A vehicle that is carrying the maximum amount of payload and which quickly enters a turn might potentially tip, increasing the risk of a crash. An authorized Mercedes-Benz dealer will replace the front struts and the rear shock absorbers on the affected vehicles.

Prior to performing this Recall 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 Recall Campaign bulletin and follow the repair procedure exactly as described.

Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 38 vehicles are involved.


Order No. P-RC-2020090001


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.


 Code 490 corresponds to electrohydraulic suspension.


Work procedure


1. Replace all suspension struts of front axle and rear axle.

 For basic data, see **AR32.25-P-1017MEH** for the front axle.

 For basic data, see **AR32.25-P-0110MEH** for the rear axle.

 Filling unit **W 000 588 03 82 00** required. (**WS32.00-P-0032B**)

 The pressure of the electrohydraulic suspension must be released in accordance with the AR document **AR32.50-P-0042ME**.

 The hydraulic lines must be depressurized one after the other.

Primary Parts Information

| Qty. | Part Name | Part Number |
|------|---|--------------------|
| 2 | Complete front axle suspension strut ZB | A 167 320 60 04 |
| 1 | Complete LH rear axle shock absorbers | A 167 320 61 04 |
| 1 | Complete RH rear axle shock absorbers | A 167 320 62 04 |
| 4 | bolt | N 000000 008957 |
| 2 | bolt | A 000 990 47 03 |
| 2 | nut | A 005 990 47 50 64 |
| 2 | nut | N 000000 008267 |

Warranty Information

Operation: Replace all suspension struts of the electrohydraulic suspension (02-1647)*

Perform wheel alignment check (02-9785)

Connect/disconnect diagnostic system (02-4762)

Connect/disconnect starter battery charge (02-5058)

| Damage Code | Operation Number | Labor Time (hrs.) |
|-------------|------------------|-------------------|
| 32 902 01 7 | 02-1647* | 6.2 |
| | 02-9785 | 0.9 |
| | 02-4762 | 0.1 |
| | 02-5058 | 0.1 |

***Includes:** Perform quick test, remove/install 4 wheel and tire assemblies; Extra work for: Remove/install 4 wheel and tire assemblies with wheels-free jack; Extra work for: Remove/install 2 shock absorbers of front axle in veh. with code 490; Extra work for: Remove/install 2 shock absorbers of rear axle in veh. with code 490

 **Note**

Operation Number labor times are subject to change.

 **Special Tools**

W 000 588 03 82 00