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** **Sliding Roof – Car Wash Mode** **MY20 167(GLS-Class)**	Date: May 22, 2020

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. :	**Sliding Roof – Car Wash Mode**
2020050010	**20P5490417**	

This is to notify you of a Service Campaign launch regarding the sliding roof – car wash mode - on **8** Model Year ("MY") 2020 X167 (GLS-Class) vehicles. This service campaign is related to PENDING RECALL **NHTSA ID#20V264**. Affected VINs will be flagged in VMI as "OPEN" on **May 22, 2020**.

Background

Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020 GLS-class vehicles (X167 platform), the sunroof control unit software may not meet current production specifications. There is no safety risk.
What We're Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the control unit software on the affected vehicles.
Parts	**Parts are not necessary for this Service Campaign.**
Vehicle Model Year(s)	2020
Vehicle Model	GLS-Class

Vehicle Populations

Total Campaign Population	8

Next Steps/Notes

AOMS/SOMS	AOMs – This Service Campaign may generate questions from your dealers. **IMPORTANT:** After warranty claim submission for this service campaign, VINs currently in "pending" status will be automatically removed from the recall (NHTSA ID# 20V264) population within a minimum of 7 business days in Netstar VMI. Please allow time for the systems to accept the claim and change the status accordingly.

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.

Mercedes-Benz

Campaign No. 2020050010, May 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLS-class vehicles (X167 platform)**
             Model Year 2020

             Sliding Roof – Car Wash Mode

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020 GLS-class vehicles (X167 platform), the sunroof control unit software may not meet current production specifications. There is no safety risk. An authorized Mercedes-Benz dealer will update the control unit software on the affected vehicles.

Prior to performing this Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired. Always Check VMI for any open campaigns, and perform accordingly.
- 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 8 vehicle is affected.

Order No. P-SC-2020050010
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.

$\boxed{i}$ **Note:**

- Use Xentry 12/19 with all associated patches or higher.
- Follow the steps exactly as described in Xentry.
- Connect battery charger (battery voltage $\boxed{\text{-ⓥ+}}$ >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.

Work procedure

1. Connect XENTRY Diagnosis.

2. Perform SCN coding in A98 panorama sliding roof control unit.

   $\boxed{i}$ To do this, select menu item "Quick test view ➡ A98 control module 'Panorama Sliding Roof' (PSD) ➡ Adaptations ➡ Control unit update ➡ Update of SCN coding ".
   $\boxed{i}$ Then follow the user guidance in XENTRY Diagnosis.

3. Disconnect XENTRY Diagnosis.

Warranty Information

Operation: Connect/disconnect battery charger (02-5058)
Star Diagnosis System (SDS), Connect/disconnect (02-4762)
Perform SCN coding in A98 panorama sliding roof control unit (02-9446)

Damage Code	Operation Number	Labor Time (hrs.)
54 904 17 8	02-5058	0.1
	02-4762	0.1
	02-9446	0.1

$\boxed{i}$ **Note**
Operation Number labor times are subject to change