

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 2021030007 Launch Notification**
Check Mixing Ratio of Coolant to Antifreeze
MY20 205, 167 (C-Class, GLE-Class)

Date: March 26, 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



Campaign No. :	Campaign Desc. :	Check Mixing Ratio of Coolant to Antifreeze
2021030007	20P2094012	
<p>This is to notify you of a Service Campaign launch regarding checking the mixing ratio of the coolant to antifreeze on 62 Model Year ("MY") 2020 C-Class and GLE-Class (205 and 167 platform, respectively) vehicles. Affected VINs will be flagged in VMI as "OPEN" on March 26, 2021.</p>		
Background		
Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain MY 2020 C-Class (205) and GLE-Class (167) vehicles, the mixing ratio of coolant to antifreeze may not meet production specifications.	
What We're Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will check the mixing ratio of coolant to antifreeze and correct, if necessary.	
Parts	Parts are available and can be ordered as necessary. Estimated replacement rate is 50%.	
Vehicle Model Year(s)	2020	
Vehicle Model	C-Class, GLE-Class	
Vehicle Populations		
Total Campaign Population	62	
Next Steps/Notes		
AOMS/SOMS	AOMs – This Service 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. 2021030007, March 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model C-Class and GLE-Class (167 and 205 platform)**
Model Year 2020

Check Mixing Ratio of Coolant to Antifreeze

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain MY 2020 C-Class and GLE-Class (167 and 205 platform) vehicles, the mixing ratio of coolant to antifreeze may not meet production specifications. An authorized Mercedes-Benz dealer will check the mixing ratio of coolant to antifreeze and correct, if necessary.

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 62 vehicle is affected.

Order No. P-SC-2021030007

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.

Check/test procedure

1. Check the mixing ratio of coolant freeze protection in the main and low temperature circuits.

i Depending on variant the low-temperature circuit may not be present. Testing of the low-temperature circuit is only required if present.

- a. If antifreeze content can **not** be measured between –33 °C and -45 °C: Perform **work procedure**.
- b. If antifreeze content can be measured between –33 °C and -45 °C: **End measure**.

Work procedure

1. Correct mixing ratio of coolant to antifreeze.

i Basic data see **BB00.40-P-0310-01A**.

i It is sufficient to drain the coolant reservoir and fill it with antifreeze.

i A complete emptying of the cooling circuit is not required.

i No filling with the vacuum method is required.

Primary Parts Information

Qty.	Part Name	Part Number
As required (1)	Antifreeze - RED G40 - 1.5 l	BQ1030005*

* Coolant is ordered via national account vendor ZEP

Warranty Information**With check**

Operation: Check mixing ratio of coolant to antifreeze (02-9632)

Damage Code	Operation Number	Labor Time (hrs.)
20 940 12 8	02-9632	0.1

With check and work procedure

Operation: Check mixing ratio of coolant to antifreeze (02-9632)
Correct mixing ratio of coolant to antifreeze (after check) (02-9633)

Damage Code	Operation Number	Labor Time (hrs.)
20 940 12 7	02-9632	0.1
	02-9633*	0.2

*This operation number can be claimed for each coolant circuit that work is performed.

i Note

Operation Number labor times are subject to change.