

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 Replace Filling Capacity of Air Conditioning System Supplementary Booklet MY 21 290 (GT-Class)	DATE: May 28, 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		May 28, 2021
Campaign No. :	Campaign Desc. :	Replace Filling Capacity of Air Conditioning System Supplementary Booklet
2021030024	21P8391104	
This is to notify you of the Service Campaign Launch to replace filling capacity of Air Conditioning System supplementary booklet in <u>1,252</u> Model Year (“MY”) 2021 GT-Class (290 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on May 28,2021 .		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain MY 2021 GT-Class (290 platform) vehicles, the information on the refrigerant in the operator’s manual may have been documented incorrectly. It is therefore possible that the refrigerant may be filled incorrectly during a workshop visit.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will replace the operator’s manual for the air conditioning system on the affected vehicles.	
Parts	Parts are available and can be ordered as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2021	
Vehicle Model	GT-Class (290)	
Vehicle Populations		
Total Campaign Population	1,252	
Next Steps/Notes		
AOMS/SOMS	AOMs – This campaign may generate questions from your dealers.	
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.		



Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2021030024, May 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model AMG GT-Class (290 platform)**
Model Year 2021

Replace Filling Capacity of Air Conditioning System Supplementary Booklet

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain MY 2021 GT-Class (290 platform) vehicles, the information on the refrigerant in the operator's manual may have been documented incorrectly. It is therefore possible that the refrigerant may be filled incorrectly during a workshop visit. An authorized Mercedes-Benz dealer will replace the operator's manual for the air conditioning system on the affected vehicles.

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 1,252 vehicles affected.

Order No. P-SC-2021030024

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.

Work procedure

1. Check whether the supplementary booklet is in the vehicle document wallet and whether it is the correct version.

i If supplementary booklet is **not** present, a printed supplementary booklet must be placed in the vehicle document wallet as an aftermarket measure.

i Where present: Compare printed supplementary booklet with the parts table and replace.

Primary Parts Information

Qty.	Part Name	Part Number
As required (1)*	Supplementary booklet (multilingual: USA/CAN/CHN)	A 290 584 46 03

* The replacement parts must be determined according VIN via the parts process in the Xentry Portal(XPPI).

Warranty Information

Operation: Check operator's manual, supply if necessary (02-9471)

Damage Code	Operation Number	Labor Time (hrs.)
83 911 04 7	02-9471	0.1

i **Note**

Operation Number labor times are subject to change.