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** **Perform Leak Test on Electrohydraulic Suspension** **MY20-21 167 (GLE-Class, and GLS-Class)**	DATE: January 14, 2022

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		January 14, 2022
Campaign No. :	**Campaign Desc. :**	**Perform Leak Test on Electrohydraulic Suspension**
2021120012	21P83291005	

This is to notify you of the **Service Campaign Launch** to perform a leak test on the electrohydraulic suspension on **82** Model Year ("MY") 2020-2021 GLE-Class, and GLS-Class (167 platform) vehicles. The vehicles will be visible and flagged in VMI as "OPEN" on January 14, 2022.

Background	
Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain MY 2020-2021 GLE-Class and GLS-Class (167 platform) vehicles, the electrohydraulic suspension may not meet current specifications.
What We're Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will perform a leak test on the electrohydraulic suspension and replace the hydraulic pumps, if necessary.
Parts	**The Remedy is available and can be performed as necessary. Replacement rate is ~1%**
Vehicles Affected	
Vehicle Model Year(s)	2020-2021
Vehicle Model	GLE-Class, and GLS-Class
Vehicle Populations	
Total Campaign Population	82
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.

Mercedes-Benz USA, LLC A Daimler AG Company
One Mercedes-Benz Drive Sandy Springs, GA 30328 770.705.0600

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

Mercedes-Benz

Campaign No. 2021120012, January 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE-Class and GLS-Class (167 platform)**
Model Year 2020-2021

Perform Leak Test on Electrohydraulic Suspension

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain MY 2020-2021 GLE-Class and GLS-Class (167 platform) vehicles, the electrohydraulic suspension may not meet current specifications. An authorized Mercedes-Benz dealer will perform a leak test on the electrohydraulic suspension and replace the hydraulic pumps, 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 82 vehicles are affected.

Order No. P-SC-2021120012
This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Record

Perform leak test for electrohydraulic suspension, replace hydraulic pumps if necessary
Model 167 with code 489 and 490

- Code 489 corresponds to AIRMATIC Dual Control/air suspension semiactive.
- Code 490 corresponds to electrohydraulic suspension.

- Ensure use of **XENTRY Diagnosis version 09/2021** or higher.
- Before starting the work procedure, install all the **add-ons that are updated daily** in **XENTRY Diagnosis**.
- Make sure to follow the operation steps exactly as described in XENTRY Diagnosis.
- Use a charger to ensure sufficient power supply of the vehicle **on-board electrical system battery** (greater than 12.5 V).

The leak test ***must*** be performed at a room temperature between ***~ +15 °C and +25 °C or (59°F-77°F)***, as the leak test result will otherwise not be shown correctly. **It is essential to ensure that the vehicle is properly acclimatized and that all components have reached room temperature!**

Check/test procedure A

1. Lift vehicle and check all four electrohydraulic controller units of the electrohydraulic suspension for external leak tightness.

2. Lower vehicle

3. Connect XENTRY Diagnosis.

4. Perform leak test in the active suspension and damping system (AFW) control unit.
   To do this, select menu item "Quick test view – N51/8 Active suspension and damping system (Active suspension) – Actuations – Leak test".
   Then follow the user guidance in XENTRY Diagnosis.
   During the leak test, all four electrohydraulic circuits of the suspension and damping system are always actuated.
   Via the actuation, the vehicle level is automatically raised and lowered.

   a. Leak test ***not*** OK: Perform **check/test procedure B**.
   b. Leak test OK: **End measure.**

Check/test procedure B

1. Lift vehicle.

2. In the affected hydraulic circuits, close both shutoff valves at the associated suspension strut see **AR32.50-P-0042ME**.

i Observe notes on E-ACTIVE BODY CONTROL suspension **AH32.50-P-0002-01ME**!

i Several hydraulic circuits may be affected.

i At the rear suspension struts, the transverse control arm cover must be removed.

i Figure 1 shows the suspension strut of the left rear axle.

- A = Cover caps of shutoff valves
- B = Dust caps of connection fittings.

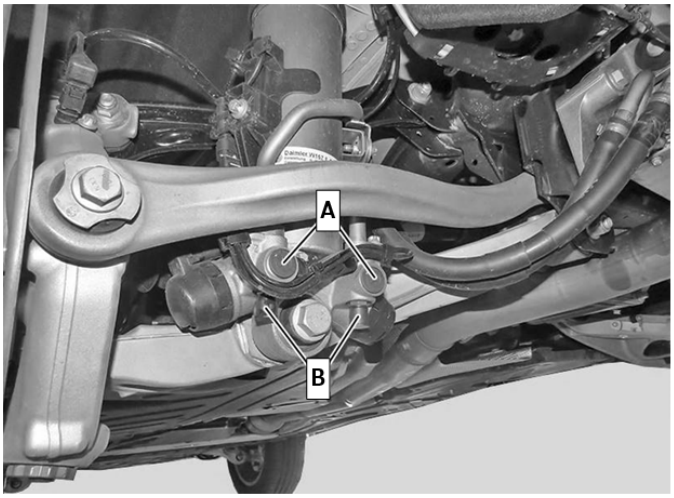

Figure 1

3. Perform leak test again with closed shutoff valves at the affected hydraulic circuits.

i The affected pump units are checked in this connection for inner leak tightness.

a. Leak test ***not*** OK: Perform **work procedure B**.
b. Leak test OK: Perform **work procedure A**.

Work procedure A

1. Open all the previously closed shutoff valves at the suspension struts again, and install transverse control arm covers if necessary.

2. Perform system test in the active suspension and damping system (AFW) control unit.
   i To do this, select menu item "Quick test view – N51/8 Active suspension and damping system (AFW) – Actuations – Perform system test".
   i Then follow the user guidance in XENTRY Diagnosis.
   i The system test serves as a final work procedure so that the shutoff valves at the suspension struts are correctly opened!

Work procedure B

1. Replace affected hydraulic pump of electrohydraulic suspension.
   i Replace hydraulic pump of front electrohydraulic suspension, see **AR32.50-P-0045ME (figure 2)**.
   i Replace hydraulic pump of rear electrohydraulic suspension, see **AR32.50-P-0046ME (figure 3)**.
   i Submit hydraulic pump for inspection via the normal return process, also send printout of leak test.
   i It may be necessary, depending on the leak test result, to replace up to four hydraulic pumps.

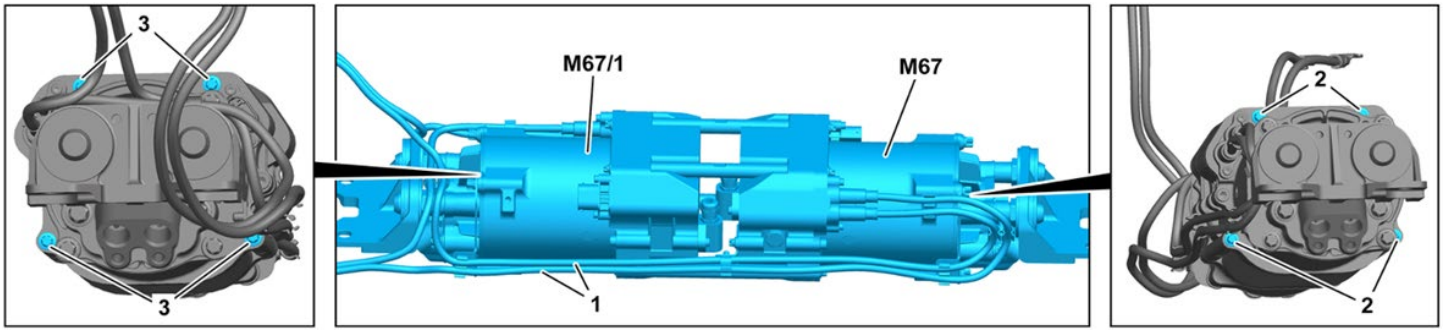

Figure 2

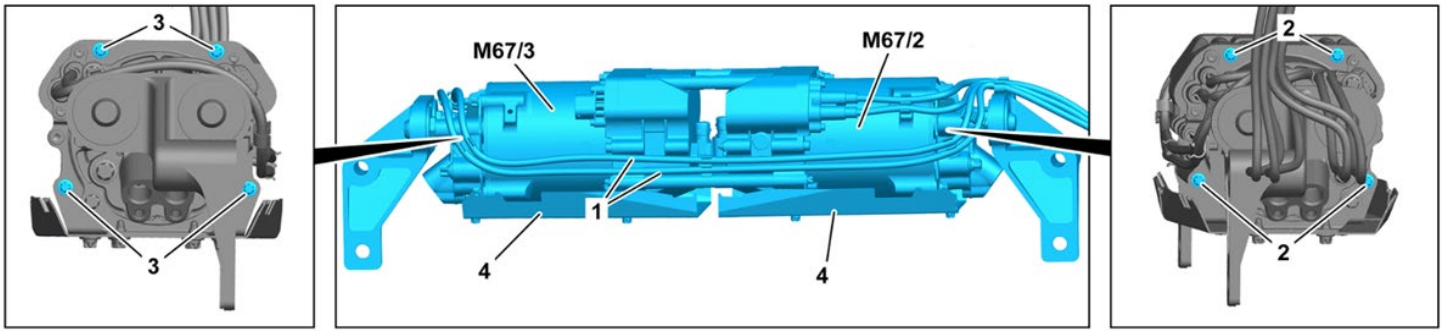

Figure 3

Primary Parts Information

Qty.	Part Name	Part Number
As required (1)	Front left hydraulic pump	A 167 320 95 01
As required (1)	Front right hydraulic pump	A 167 320 96 01
As required (1)	Rear left hydraulic pump	A 167 320 97 01
As required (1)	Rear right hydraulic pump	A 167 320 98 01
As required (2)*	O-RING TO OIL PRESSURE LINE; 14X1.25 MM	A 000 997 90 14
As required (2)*	O-RING TO OIL PRESSURE LINE; 11.6X2 MM	A 000 997 89 14
As required (1)*	TS CONNECTING SLEEVE, hydraulic pump	A 167 327 75 01
As required (2)*	MOUNT, OIL PRESSURE LINE M8x30	A 000 990 44 25
As required (2)*	HEXAGON HEAD BOLT TO BRACKET; M12X1.5X25	N 000000 006421
As required (2)*	HEXAGON HEAD BOLT TO BRACKET	N 000000 004247

* The replacement parts are, in each case, indicated for one hydraulic pump. Where several hydraulic pumps are replaced, the replacement part must be procured in the required quantity.

Small parts such as screws/bolts, lock nuts, sealing rings, cable ties, fluids, sealant, etc. are not listed in the parts list. The required small parts are taken into account in the budgeting.

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.)
32 910 05	**02-0821**	Perform 1st leak test for electrohydraulic suspension **Includes**: Perform visual check; leak test with XENTRY Diagnosis	0.3 h
	02-0822	Perform 2nd leak test for electrohydraulic suspension (after 1st leak test) (with closed valves) **Includes**: Remove transverse control arm cover; close valves, leak test with XENTRY Diagnosis	0.5 h
	02-0823	Perform system test for electrohydraulic suspension (after 2nd leak test) **Includes**: Install transverse control arm cover; open valves; system test with XENTRY Diagnosis	0.4 h
	02-0824	Replace hydraulic pump of electrohydraulic suspension of front axle (after 2nd leak test) (1 or 2 hydraulic pumps) **Includes**: Disconnect/connect ground line of battery; remove/install expansion reservoir for coolant; remove/install front and center engine cover	2.6 h
	02-0825	Replace hydraulic pump of electrohydraulic suspension of rear axle (after 2nd leak test) (1 or 2 hydraulic pumps) **Includes**: Disconnect/connect ground line of battery; remove/install left rear wheel and tire assembly; extra work for: Remove/install left rear wheel and tire assembly;	2.2 h
	02-0826*	Drain/fill electrohydraulic suspension (when replacing the hydraulic pump(s))	1.0 h
	02-4762**	Connect/disconnect diagnostic system (XENTRY Diagnosis)	0.1 h
	02-5058**	Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)	0.1 h

* The operation item 02-0826 may only be invoiced once per workshop order in connection with the operation items 02-0824 and 02-0825 where one or more hydraulic pumps are replaced!

** The operation items 02-4762 and 02-5058 may only be invoiced once per workshop order!

Note: *Always check ASRA for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.*