

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Senior Manager, Vehicle Compliance and Analysis, Engineering Services
RE: <b>Service Campaign Update Notification</b> <b>Check Front Diffuser Attachment Point Seal</b> <b>Temporary Campaign Deactivation</b> <b>MY21 GT Black Series (190 platform)</b>	DATE: July 21, 2023

## IMPORTANT SERVICE CAMPAIGN UPDATE

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES (1-800-367-6372).

Sincerely,

Gregory Gunther

Senior Manager, Vehicle Compliance & Analysis



**Service Campaign Update Notification**

July 21, 2023

Campaign No. :

Campaign Desc. :

**Check Front Diffuser Attachment Point Seal  
Temporary Campaign Deactivation**

2023030016

22P8891008

This is to notify you of a [Service Campaign Update](#) to check the front diffuser on **379** Model Year (“MY”) 2021 GT Black Series (190 platform) vehicles. The vehicles are visible and were flagged in VMI as “OPEN” on **April 28, 2023**.

**The campaign was deactivated on July 18, 2023 and will be reactivated once revised work instructions are issued.**

**Background**

**Issue**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2021 GT (190 platform) vehicles, the front diffuser may not meet current production specifications.

**What We’re Doing**

The campaign has been deactivated pending new work instructions. Approximate re-launch timeline is mid-August 2023. Once new work instructions are issued, the campaign will be reactivated and the field will be informed accordingly.

**Claims for repairs:**

RO open dates on or prior to July 20, 2023 will be accepted. If any errors occur, please open a Warranty OneTrac case for issue resolution.

**Parts**

**Remedy is not available.**

**Vehicles Affected**

**Vehicle Model Year(s)**

2021

**Vehicle Model**

GT Black Series

**Vehicle Populations**

**Total Campaign Population**

379

**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.

