

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: <b>Service Campaign Launch Notification</b> <b>Check Front Diffuser Attachment Point Seal</b> <b>MY21 GT Black Series (190 platform)</b>	DATE: April 28, 2023

## IMPORTANT SERVICE CAMPAIGN LAUNCH

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

Department Manager, Vehicle Compliance & Analysis



<b>Service Campaign Launch Notification</b>		April 28, 2023
<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Check Front Diffuser Attachment Point Seal</b>
2023030016	22P8891008	
<p>This is to notify you of the <a href="#">Service Campaign Launch</a> to check the front diffuser on <b>379</b> Model Year (“MY”) 2021 GT Black Series (190 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on <b>April 28, 2023</b>.</p>		
<b>Background</b>		
<b>Issue</b>	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.	
<b>What We’re Doing</b>	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealership will check the front diffuser attachment point seals and replace or repair as necessary.	
<b>Parts</b>	The remedy is available and can be performed as necessary.	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2021	
<b>Vehicle Model</b>	GT Black Series	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	379	
<b>Next Steps/Notes</b>		
<b>AOMS/SOMS</b>	AOMs – This 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. 2023030016, April 2023

Revision A: 01/17/2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GT (190 platform)**  
**Model Year 2021**

## **Check Front Diffuser Attachment Point Seal**

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. An authorized Mercedes-Benz dealership will check the front diffuser attachment point seals and replace or repair as necessary.

Prior to performing this Campaign:

- **VMI must 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 379 vehicles are affected.

Order No. P-SC-2023030016

# Service Campaign Bulletin

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## Check front diffuser, replace or seal if necessary

**i** The work instructions have been completely re-worked, please read in its entirety.

### Modification notes:

- Creation of TIPS case mandatory in case of parts replacement!
- No **front diffuser upper part** may be replaced without the relevant approval via a TIPS case!
- Please address **TIPS cases** with informative images **directly** to the **Product Support AMG / AMG Aftersales Regulation TEV/OPT**.
- OK and not OK assessment images included for establishment of findings.
- Tightening torque entered for fillister head screws at front diffuser.
- Parts table expanded and updated.

**i** • Code M032 corresponds to the BLACK SERIES VERSION.

### Check/test procedure A

1. Remove lower front diffuser (A, figure 1).

**i** For basic data, see AR61.20-P-1105RG.

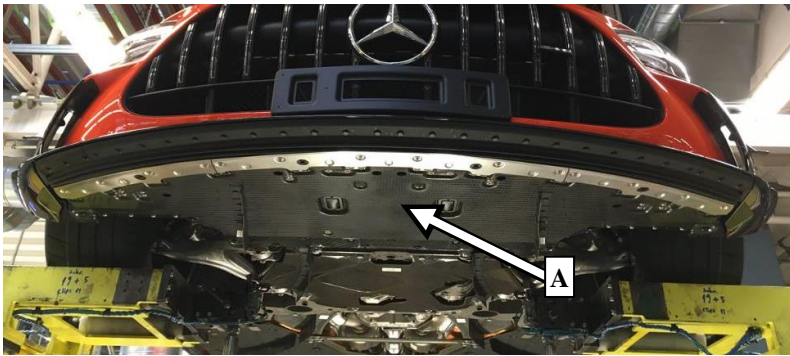


Figure 1

2. Clean 5 threaded connection points (figure 2) of removed front diffuser with **isopropanol** and check for corrosion.

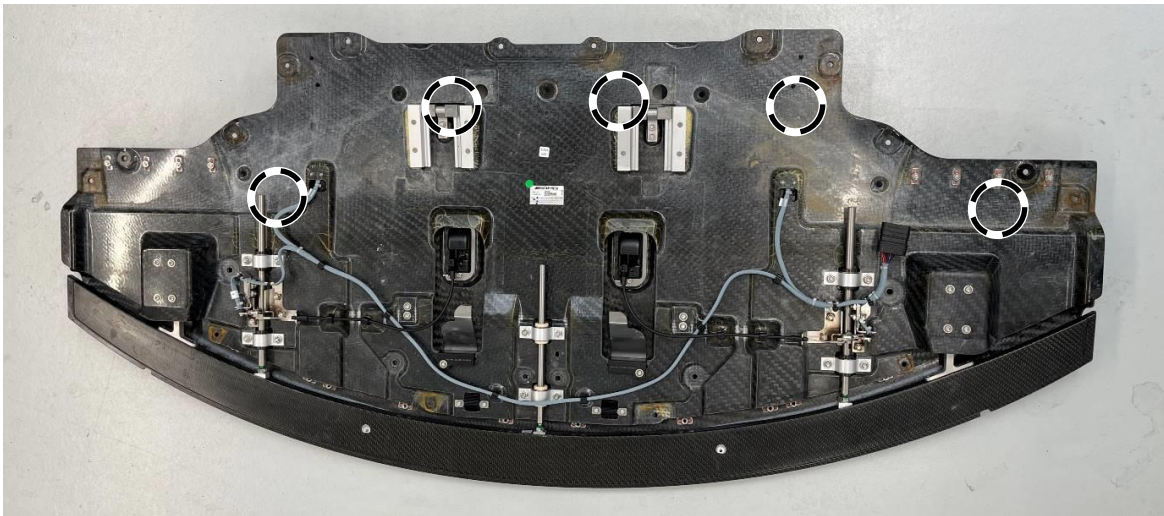


Figure 2

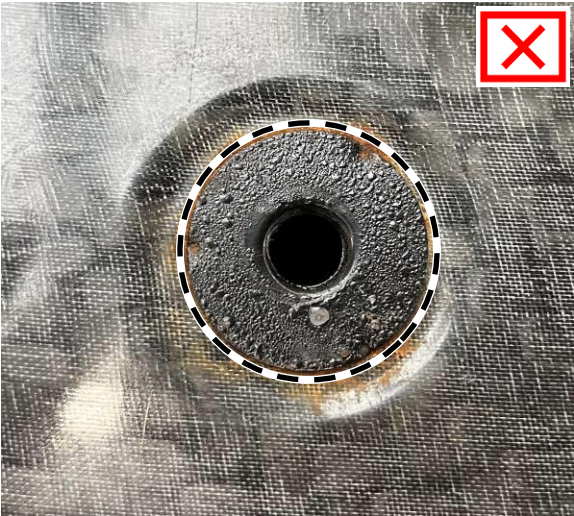


Figure 3, **not OK**

**i** Figure 3 → Metal inserts are corroded (**not OK**)

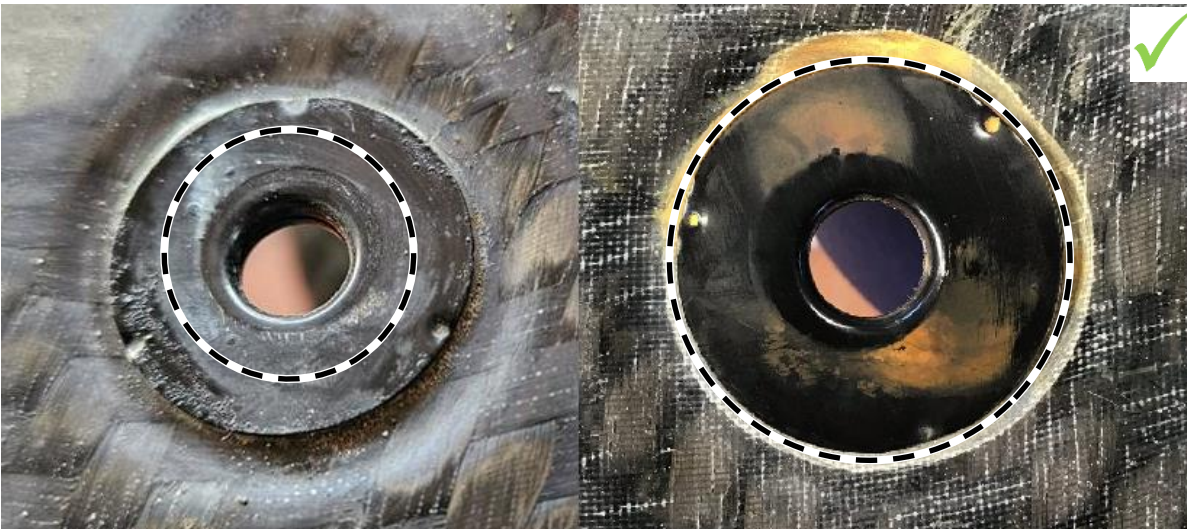


Figure 4, **OK**

**i** Figure 4 → Metal inserts are not/slightly corroded at edge (**OK**)

- a. Metal inserts are **severely corroded** (figure 3): Perform **work procedure A**.
- b. Metal inserts are **not** and/or **only slightly corroded at the edge** (figure 4): Perform **check/test procedure B**

**i** A reworking of the front diffuser shall be preferred!

**i** The front diffuser is solely approved with informative images directly via a TIPS case by the Product Support AMG / AMG Aftersales Regulation TEV/OPT.

**Check/test procedure B**

1. Check the removed front diffuser to see whether all 16 (blue aramid pads) are affixed to the marked locations (figure 5).

**Figure 5**

- a. All 16 (aramid pads) are **present** (figure 5): Carry out **work procedure B**.
- b. All 16 (aramid pads) are **not present** (figures 11 and 12): Perform **work procedures B and C**.

## Work procedure A

1. Remove clips and plastic protective strip in order to release the sealing lip (B, figure 6).

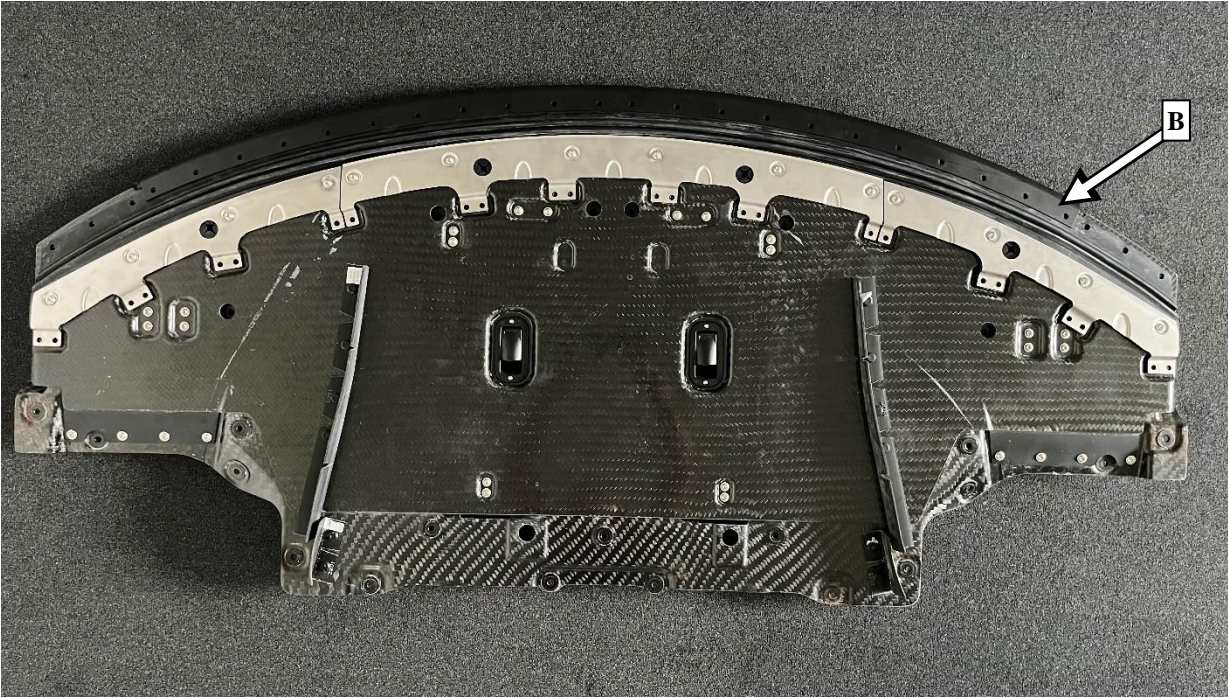


Figure 6

2. Unclip cables on right and left (figure 7).

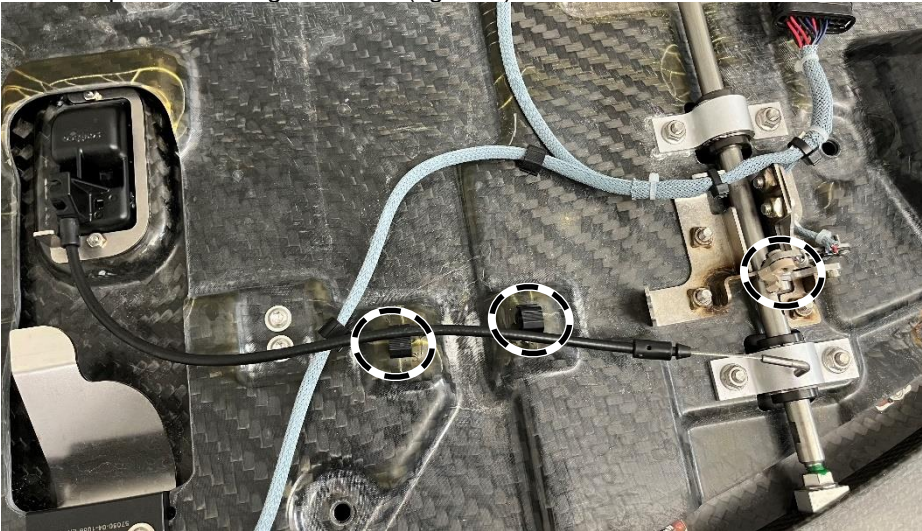


Figure 7

3. Remove screws for front diffuser lip, retaining straps and diffuser guide (figure 8).

 Fillister head screws to front diffuser **6 Nm**

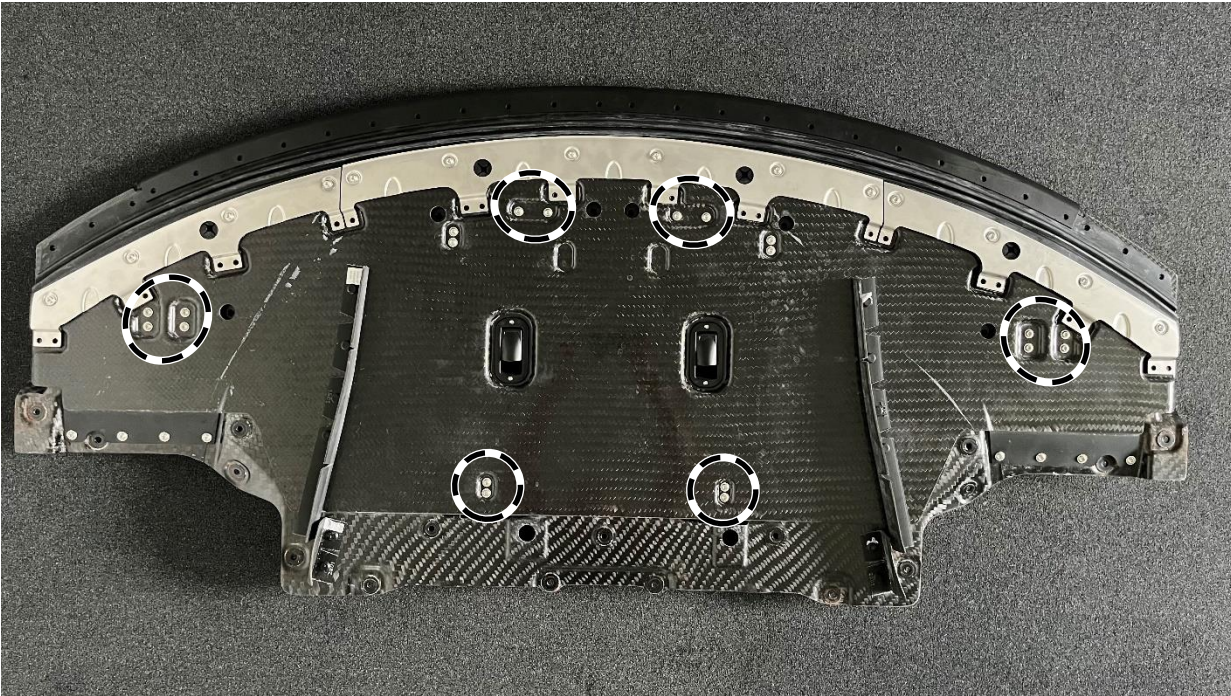


Figure 8

4. Disassemble both spring elements (figure 9).

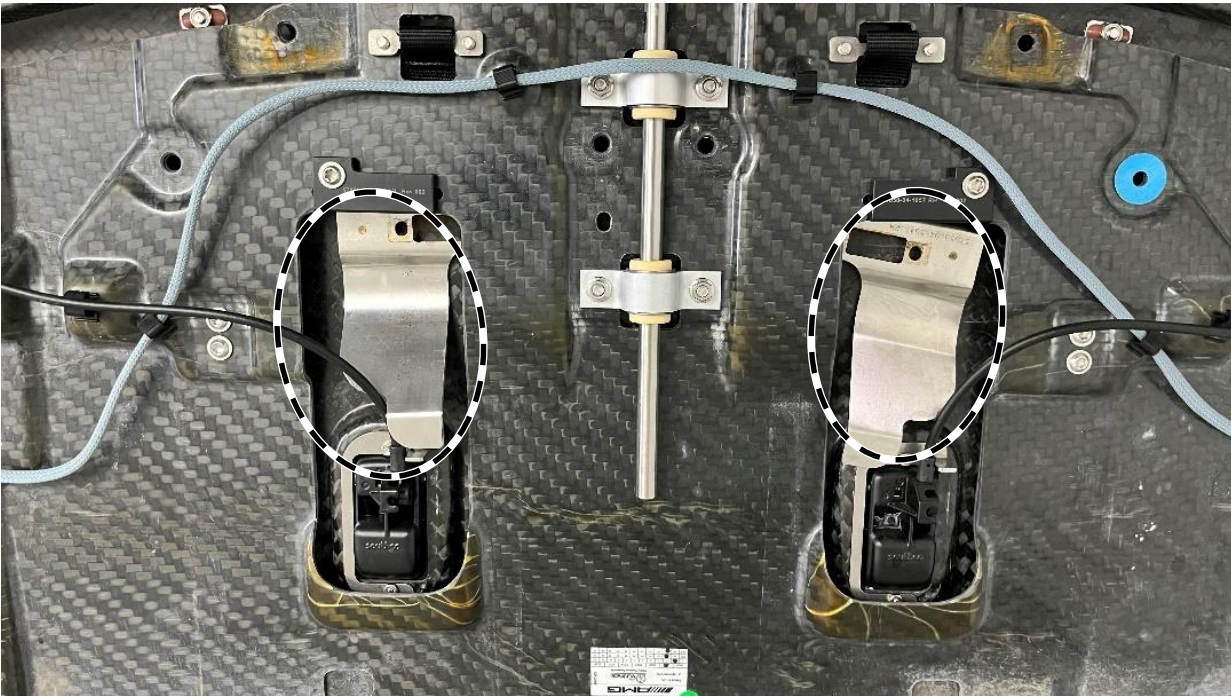


Figure 9



5. Disassemble both diffuser guides (figure 10).

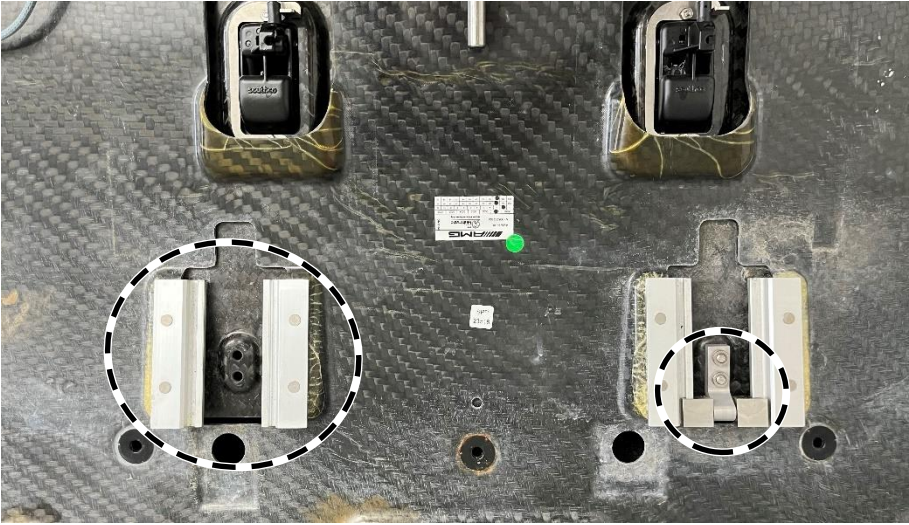


Figure 10

6. Carefully pull apart front diffuser upper and lower parts (figure 11).

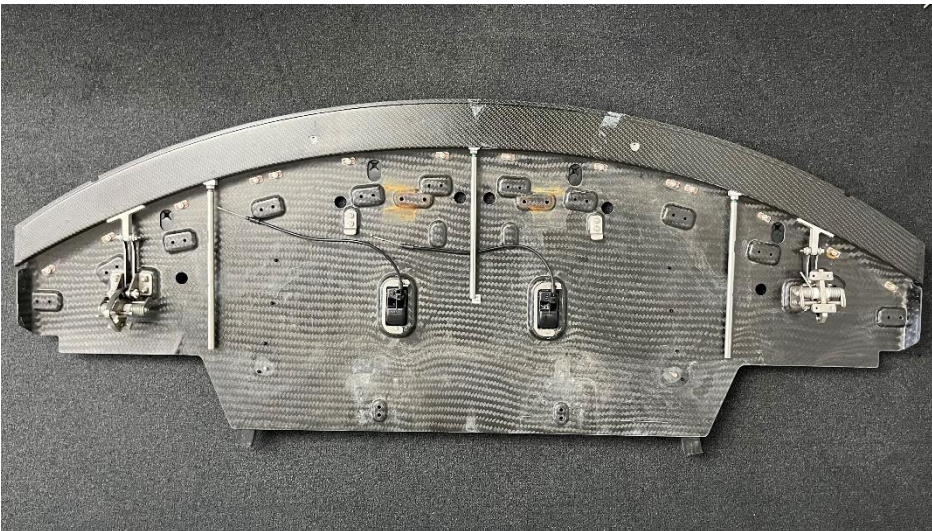


Figure 11

7. Reassemble new part in reverse order.
8. Reinstall front diffuser.  
**i** For basic data, see AR61.20-P-1105RG.

## Work procedure B

1. Clean all 5 attachment points (figure 2) of front diffuser with isopropanol and allow to dry (figure 12)

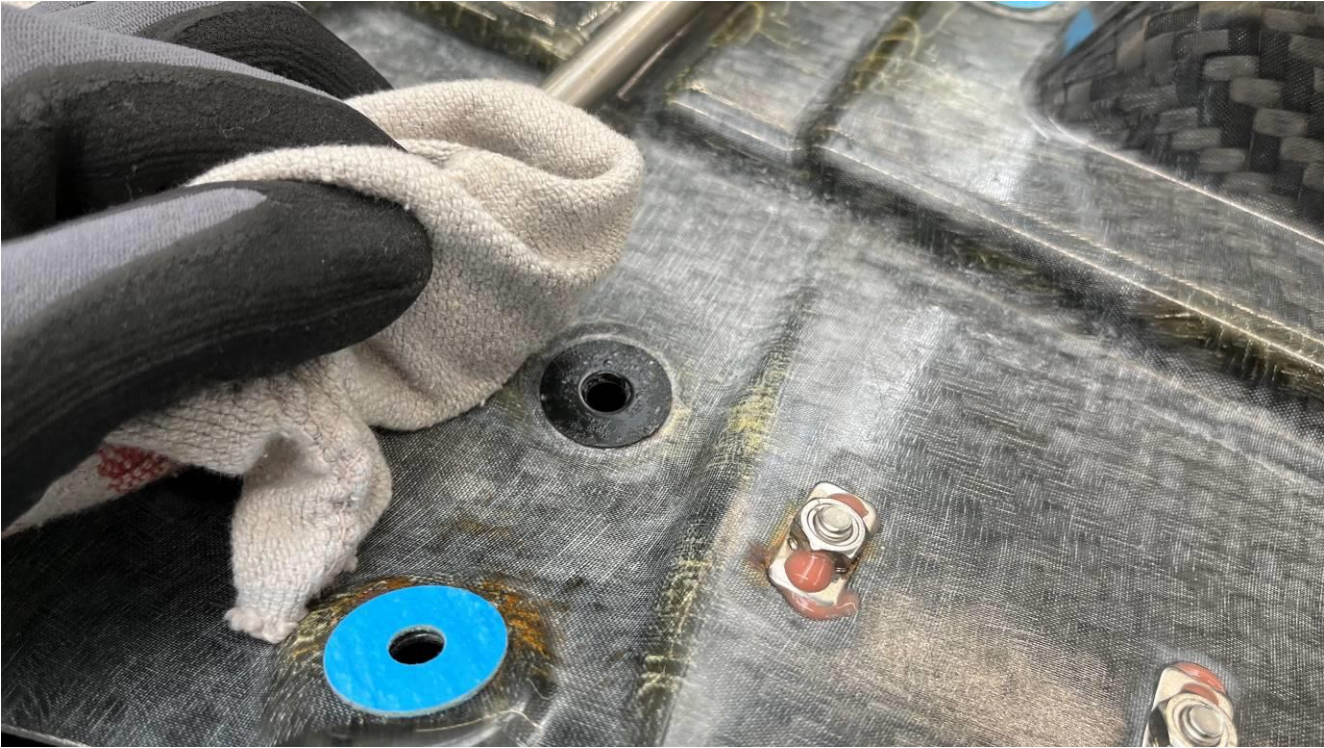


Figure 12

2. Fill all 5 attachment points around the decoupling disks with Teroson bead (figures 13 and 14).



Figure 13

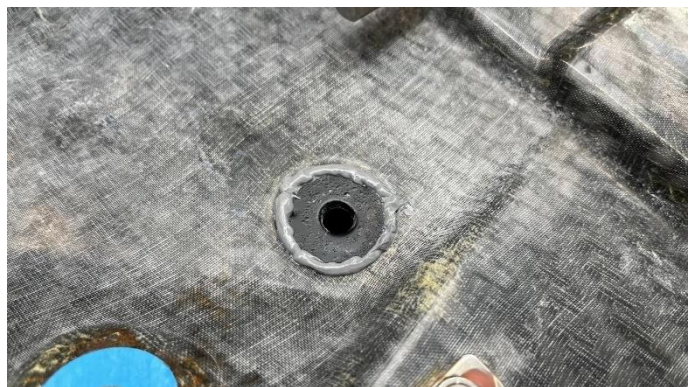


Figure 14

3. Spread/remove Teroson bead to/from surface of decoupling disk (figure 15).

**i** Teroson bead may **not protrude by more than 1.5 mm** beyond the disk.

**i** Ensure there is no Teroson on the screw-on surface, clean if necessary.

**i** Allow Teroson to cure according to the specification.

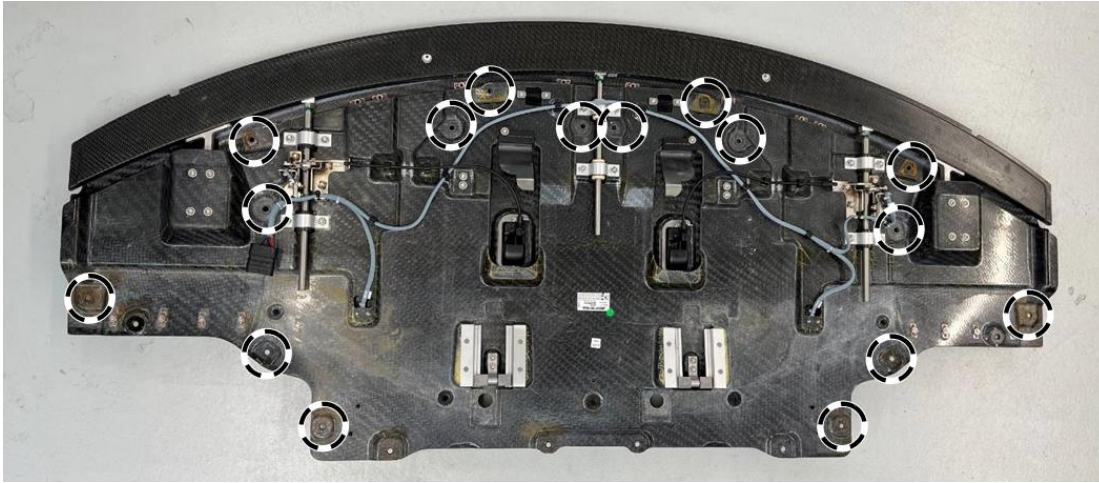


**Figure 15**

4. Reinstall front diffuser.  
 For basic data, see AR61.20-P-1105RG.
5. Assemble in reverse order.

**Work procedure C**

1. Clean 16 marked attachment points (figure 16) of front diffuser with isopropanol and allow to dry (figure 17)

**Figure 16****Figure 17**

2. Affix the self-adhesive aramid pads as centrally as possible on all 16 dried attachment points and press on all round with your thumb (figure 18 and 19).

**Figure 18****Figure 19**

3. Assemble in reverse order.

**Primary Parts Information**

Qty.	Part Name	Part Number
As required*	Front diffuser upper part	A 190 520 24 00
As required	LU adhesive sealing disk (aramid pads)	A 190 989 00 00
As required**	Teroson	A 000 989 46 06
As required**	Isopropanol	A 005 989 19 71

\* The replacement parts must be determined according to the equipment variant for the vehicle identification number via the parts process in the Xentry Portal.

\*\* 1 packaging unit must be used for approx. 10 vehicles and has to be claimed as quantity 0.1

**i** Small parts such as screws, 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.

**i** **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.)
88 910 08	02-0248	Check front diffuser <b>Check/test procedures A and B</b> <b>Includes:</b> Remove front diffuser, clean with isopropanol and check for corrosion, as well as check all 16 pieces (blue aramid pads)	0.6
	02-0249	Partially replace front diffuser (after check) <b>Work procedure A</b>	0.9
	02-0250	Seal front diffuser (after check) <b>Work procedure B</b> All 16 aramid pads <b>are</b> present <b>Includes:</b> Clean 5 attachment points on front diffuser and seal with Teroson	0.2
	02-0251	Rework front diffuser (after check) <b>Work procedures B and C</b> All 16 aramid pads are <b>not</b> present <b>Includes:</b> Clean 5 attachment points on front diffuser and seal with Teroson, and clean 16 attachment points on front diffuser and install aramid pads	0.9
	02-2186	Create TIPS case	0.2

**i** **Note:** Always check Xentry Operation Time (XOT) for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.