

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 2020100007 Launch Notification](#)  
**Replace Front and Rear Active Roll Stabilizers**  
**MY21 167 (GLE-Class, GLS-Class)**

Date: January 29, 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



<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Replace Front and Rear Active Roll Stabilizers</b>
2020100007	20P3292101	
<p>This is to notify you of a <a href="#">Service Campaign</a> launch to replace the front and rear active roll stabilizers on <b>73</b> Model Year ("MY") 2021 GLE-Class, GLS-Class (167 platform) vehicles. Affected VINs will be flagged in VMI as "OPEN" on <b>January 29, 2021</b>.</p>		
<b>Background</b>		
<b>Issue</b>	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain Model Year ("MY") 2021 GLE-Class and GLS-Class (167 platform), the front and rear stabilizers do not correspond to the current series production configuration. If the plastic on the stabilizer housing were to tear, a fault message would appear in the instrument cluster and the dampers would be set to the hard setting. In addition, related noises may be perceived while driving.</p>	
<b>What We're Doing</b>	<p>MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will check the front and rear active roll stabilizers on the affected vehicles and replace them if necessary.</p>	
<b>Parts</b>	<p>Parts are available and can be ordered as necessary.</p>	
<b>Vehicle Model Year(s)</b>	<p>2021</p>	
<b>Vehicle Model</b>	<p>GLE-Class, GLS-Class</p>	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	<p>73</p>	
<b>Next Steps/Notes</b>		
<b>AOMS/SOMS</b>	<p>AOMs - This Service Campaign may generate questions from your dealers.</p>	
<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. 2020100007, January 2021

TO: ALL MERCEDES-BENZ CENTERS

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

## **Replace Stabilizers of Front and Rear Active Roll Stabilization**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain Model Year ("MY") 2021 GLE-Class and GLS-Class (167 platform), the front and rear stabilizers do not correspond to the current series production configuration. If the plastic on the stabilizer housing were to tear, a fault message would appear in the instrument cluster and the dampers would be set to the hard setting. In addition, related noises may be perceived while driving. An authorized Mercedes-Benz dealer will check the front and rear active roll stabilizers on the affected vehicles and replace them 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 73 vehicle is affected.

Order No. P-SC-2020100007

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.


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
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 The listed documents solely differ to the **active roll stabilization (eARS)** in the release and attachment of the plugs and electrical wiring harnesses at the stabilizers.  
The corresponding documents on the **active roll stabilization (eARS)** will soon be available.


### Work procedure


1. Remove front stabilizer.

 For basic data, see **AR32.35-P-2200ME**.

2. Disconnect electrical plugs of the stabilizer and remove ground lines.

3. Install front stabilizer.


 For basic data, see **AR32.35-P-2200ME**.

 Tighten bolts of stabilizer bracket at front axle carrier with **100 Nm + 45°**.

 Tighten bolts of stabilizer at torsion bar linkage with **80 Nm + 90°**.


4. Connect electrical plugs of stabilizer and attach ground lines.


5. Remove rear stabilizer.

 For basic data, see **AR32.35-P-2210ME**.

6. Disconnect electrical plug of the stabilizer and remove ground line.

7. Install rear stabilizer.

 For basic data, see **AR32.35-P-2210ME**.

 Tighten screws of stabilizer at rear axle carrier with **100 Nm + 45°**.

 Tighten screws of stabilizer at torsion bar linkage in following sequence:

**Stage 1: Tighten with 100 Nm.**


**Stage 2: Release nut by 180°.**

**Stage 3: Tighten with 40 Nm + 80°.**

8. Connect electrical plug of the stabilizer and attach ground line.

9. Assemble in reverse order.

### Note:

- Use Xentry 6/20 with all associated patches or higher.
- Follow the steps exactly as described in Xentry.
- Connect battery charger (battery voltage  >12.5V).
- Ensure all electrical consumers are switched-off.
- In the event of software/SCN update issues, contact Star Diagnosis User Help Desk via. XSF ticket.
- Refer to Star Diagnosis System (SDS) Best Practices Guide.

10. Connect XENTRY Diagnosis.

11. Update software of **front active roll stabilization** electric controller unit control unit.
- i** To do this, select menu item "Quick test view ➔ A108/2 Electric controller unit of front active roll stabilization ➔ Adaptations ➔ Control unit update ➔ – Update control unit software."
- i** Then follow the user guidance in XENTRY Diagnosis.
- i** **If no new software is available, continue with operation step 12.**
12. Perform SCN coding in **front active roll stabilization** electric controller unit control unit
- i** To do this, select menu item "Quick test view ➔ A108/2 Electric controller unit of front active roll stabilization ➔ – Adaptations ➔ Control unit update ➔ Update SCN coding."
- i** Then follow the user guidance in XENTRY Diagnosis.
13. Update software of **rear active roll stabilization** electric controller unit control unit.
- i** To do this, select menu item "Quick test view ➔ A108/3 Electric controller unit of rear active roll stabilization ➔ Adaptations ➔ Control unit update ➔ Update control unit software."
- i** Then follow the user guidance in XENTRY Diagnosis.
- i** **If no new software is available, continue with operation step 14.**
14. Perform SCN coding in **rear active roll stabilization** electric controller unit control unit.
- i** To do this, select menu item "Quick test view ➔ A108/3 Electric controller unit of rear active roll stabilization ➔ Adaptations ➔ Control unit update ➔ Update SCN coding."
- i** Then follow the user guidance in XENTRY Diagnosis
15. Disconnect XENTRY Diagnosis.
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### Primary Parts Information

Qty.	Part Name	Part Number
1	Torsion bar (front stabilizer)	A 167 323 98 00
1	Torsion bar (rear stabilizer)	A 167 326 17 01
3	Cable strap	A 001 995 53 90
8	Front and rear stabilizer screw	N 910105 012021
2	Front torsion bar linkage screw	N 000000 004780
2	Rear torsion bar linkage nut	A 005 990 48 50

## Warranty Information

**Operation:** Replace stabilizers of front and rear axles (02-1028)

**Includes:** Remove/install center section lower engine compartment lining  
Remove/install 4 wheel and tire assemblies with wheel lift dolly

Extra work for: Remove/install engine compartment lining in vehicle with underbody protection (02-9676)  
Connect/disconnect diagnostic system (XENTRY Diagnosis)(02-4762)  
Connect/disconnect starter battery charger (with XENTRY Diagnosis connected) (02-5058)  
Update software of front active roll stabilization electric controller unit control unit (02-9334)  
Update software of rear active roll stabilization electric controller unit control unit (02-9334)  
Perform SCN coding in **front** active roll stabilization controller unit control unit (02-9446)  
Perform SCN coding in **rear** active roll stabilization controller unit control unit (02-9446)

Damage Code	Operation Number	Labor Time (hrs.)
32 921 01 7	02-1028	2.1
	02-9676*	*
	02-4762**	0.1
	02-5058**	0.1
	02-9334	0.1
	02-9334	0.1
	02-9446	0.1
	02-9446	0.1

\* Time prescribed by ASRA based on VIN.

\*\* Operation numbers may only be claimed once per R.O.

**i** **Note**

Operation Number labor times are subject to change.