

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 Launch Notification</b> <b>Inspect Right Longitudinal Member</b> <b>MY22 GLE (167 platform)</b>	DATE: July 21, 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

Senior Manager, Vehicle Compliance & Analysis



<b>Service Campaign Launch Notification</b>		July 21, 2023
<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Inspect Right Longitudinal Member</b>
2023070010	23P6190104	
<p>This is to notify you of the <a href="#">Service Campaign Launch</a> to inspect the outer right front longitudinal member on <b>5,792</b> Model Year (“MY”) 2022 GLE (167 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on <b>July 21, 2023</b>.</p>		
<b>Background</b>		
<b>Issue</b>	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2022 GLE (167 platform) vehicles, surface damage may have occurred to the outer right front longitudinal member, which may result in subsequent corrosion in certain environmental conditions.	
<b>What We’re Doing</b>	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will inspect the outer right front longitudinal member for surface damage and re-work it, if necessary.	
<b>Parts</b>	The remedy is available and can be performed as necessary. Rework rate is estimated to be 44%.	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2022	
<b>Vehicle Model</b>	GLE	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	5,792	
<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. 2023070010, July 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE (167 platform)**  
**Model Year 2022**

## **Inspect Right Longitudinal Member**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2022 GLE (167 platform) vehicles, surface damage may have occurred to the longitudinal member, causing subsequent corrosion. An authorized Mercedes-Benz dealer will inspect for surface damage on the outer right front longitudinal member and re-work, if 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 5,792 vehicles are affected.

Order No. P-SC-2023070010

## Inspect Right Longitudinal Member

### Check/test procedure

1. Remove the right front underfloor paneling (**1, Figure 1**).

**i** For basic information, see: AR61.30-P-1001ME (Remove/install underfloor paneling).

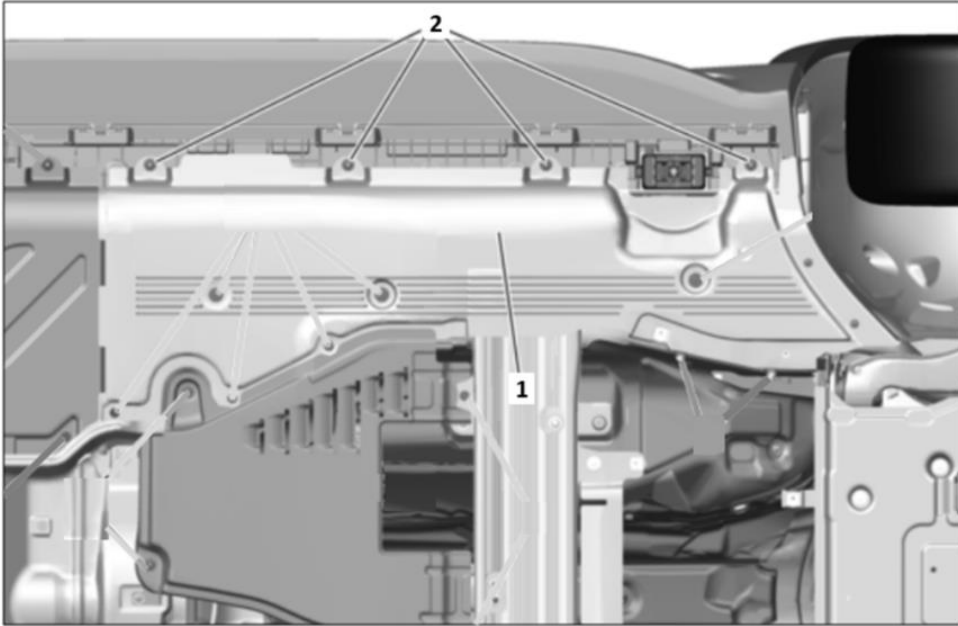


Figure 1

2. Check longitudinal member in the marked area (**arrow A, Figure 2**) for surface damage.

**i** Press line (**3, Figure 2**) installed in area to one side, unclip if necessary.

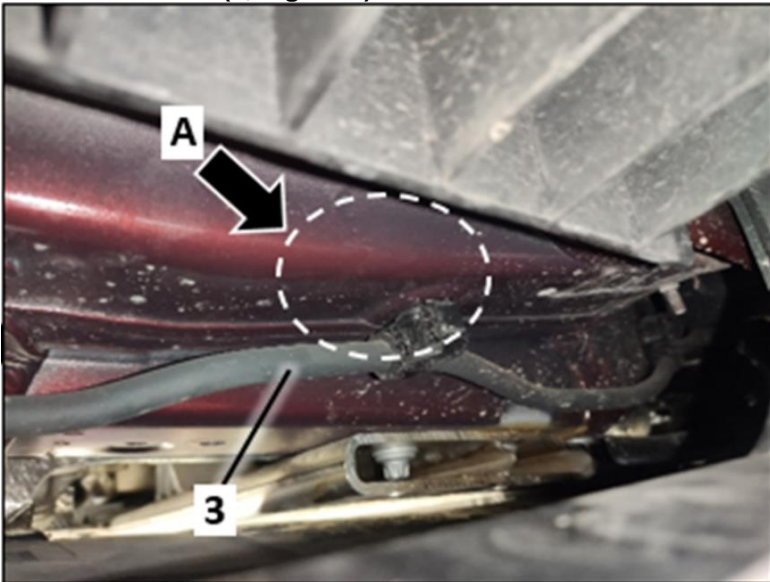


Figure 2

- a. **No** surface damage on outer longitudinal member:  
Fasten right front underfloor paneling (**1, Figure 1**) and **end measure**.
- b. Surface damage present on outer longitudinal member: **Perform work procedure**.

**Work Procedure**

1. Clean longitudinal member in processed area and rework with seam sealant.

**i** For basic data, see AH97.00-Z-9999AZ.

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**Primary Parts Information**

Qty.	Part Name	Part Number
0.1*	Seam sealant	A 000 989 46 06

\* 1 packaging unit is to be used for approx. 10 vehicles.

**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.

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**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.)
61 901 04	12-1691	Operations: Check outer right front longitudinal member	0.3
	12-1692	Operations: Rework outer right front longitudinal member (after check)	0.3

**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.*