

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>Recall Campaign Launch Notification</b> <b>Check and Replace LED Headlamp</b> <b>MY18-21 GLE-Class, C-Class, A-Class, GLB-Class</b> <b>(167, 205, 177, 247 platform)</b>	DATE: December 22, 2021

## IMPORTANT RECALL CAMPAIGN UPDATE

Please see the attached documents related to the campaign listed above.

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



## Recall Campaign Launch Notification

December 22, 2021

Campaign No. :

NHTSA ID

Campaign Desc. :

2021120011

21V509

21P8291903

## Check &amp; Replace LED Headlamp

This is to notify you of the **Recall Campaign Launch** to replace the LED headlamp on **1,467** Model Year ("MY") 2018-2021 GLE-Class (167 platform), C-Class (205 platform), A-Class (177 platform) and GLB-Class (247 platform) vehicles. The recall campaign will be visible on the [www.safercar.gov](http://www.safercar.gov) website and may generate questions from customers. Affected VINs will be flagged in VMI as "OPEN" on **December 22, 2021**.

## Background

Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2018-2021 GLE-Class (167 platform), C-Class (205 platform), A-Class (177 platform) and GLB-Class (247 platform) vehicles with "LED" headlamps where a recalibration of the headlamp was necessary due to a repair, the adjustment of the headlamps might not meet current production specifications or fulfill the requirements of FMVSS 108 (Lamp, Reflective Devices and Associated equipment - §571.108 S10.14.6). In this case, the light intensity of the high beam, low beam, and the model specific turn signal indicator may not conform to the requirements of FMVSS 108, which could increase the risk of a crash.
What We're Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check and replace the LED headlamps if necessary on the affected vehicles.
Parts	<b>The remedy is available and can be performed. Please note that the estimated replacement rate is 5%. Parts should only be ordered in the event a replacement is required.</b>

## Vehicles Affected

Vehicle Model Year(s)	2018 - 2021
Vehicle Model	GLE-Class, C-Class, A-Class, GLB-Class

## Vehicle Populations

Total Recall Population	1,467
Total Vehicles in Dealer Inventory	3

**Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY18-21 GLE-Class, C-Class, A-Class, GLB-Class vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Once the remedy is available, the vehicles will be flagged as "OPEN" and Work Instructions will be available in Star TekInfo. Once the repair is complete the vehicle may be sold or leased.**

**Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired. As a matter of normal service process, please check for other repair measures which might be applicable to the vehicle(s)**

**Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY18-21 GLE-Class, C-Class, A-Class, GLB-Class vehicles covered by this notification until the vehicle has been repaired.**

## Next Steps/Notes

Customer Notification Timeline	Customer letters will be mailed on January 7, 2022.
AOMS/SOMS	AOMs - This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.
Rental Fleet Partners	This recall may affect vehicles in your fleet. Please contact your respective MBUSA fleet representative for further information and next steps. For repairs, please contact your preferred MBUSA dealer.

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.



# Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2021120011, December 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models GLE-Class, C-Class, A-Class GLB-Class (167,205,177,247 platform)  
Model Year 2018-2021**

## **Check and Replace LED Headlamp**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2018-2021 GLE-Class (167 platform), C-Class (205 platform), A-Class (177 platform) and GLB-Class (247 platform) vehicles with "LED" headlamps where a recalibration of the headlamp was necessary due to a repair, the adjustment of the headlamps might not meet current production specifications or fulfill the requirements of FMVSS 108 (Lamp, Reflective Devices and Associated equipment - §571.108 S10.14.6). In this case, the light intensity of the high beam, low beam, and the model specific turn signal indicator may not conform to the requirements of FMVSS 108, which could increase the risk of a crash. An authorized Mercedes-Benz dealer will check and replace the LED headlamps if necessary on the affected vehicles.

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 1,467 vehicles are affected.

Order No. P-SC- 2021120011

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

# Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin



Recall Campaign Bulletin

Recall Campaign Bulletin





## Check front left and right lamp unit, replace if necessary

Models 167; 177; 205; 247




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-  • Ensure use of **XENTRY Diagnosis version 09/2021** or higher.
  - Before starting the work procedure, install the **current version of all add-ons** in **XENTRY Diagnosis**.
  - Make sure to follow the operation steps exactly as described in XENTRY Diagnosis.
  - Use a battery charger to ensure sufficient power supply of the vehicle **on-board electrical system battery** (greater than 12.5 V).
  - If XENTRY Diagnosis is already connected to the vehicle, start with **operation step 2**.
-  If two or more software updates or SCN codings are performed during one workshop visit, operation items 02-4762 and 02-5058 may be invoiced **only once for each workshop order**.




### Check/test procedure

1. Connect XENTRY Diagnosis.
2. Check calibration data for **front left lamp unit**.
  -  To do this, select menu item "Quick test view – E1n9–Left headlamp (SG-SW-L) – Adaptations – Check of LED QR data".
  -  Then follow the user guidance in XENTRY Diagnosis.
3. Check calibration data for **front right lamp unit**.
  -  To do this, select menu item "Quick test view – E2n9–Right headlamp (SG-SW-R) – Adaptations – Check of LED QR data".
  -  Then follow the user guidance in XENTRY Diagnosis.
  - a. Calibration data for **left lamp unit not** correct: Carry out **work procedure A**.
  - b. Calibration data for **right lamp unit not** correct: Carry out **work procedure B**.
  - c. Calibration data for **left and right lamp unit** correct: **End measure**.

### Work Procedure A

1. Replace front left lamp unit.
  -  For basic data for model 167, see AR82.10-P-4733ME.
  -  For basic data for model 177 and 247, see AR82.10-P-4733MFA.
  -  For basic data for model 205, see AR82.10-P-4730LW.

### Work Procedure B

1. Replace front right lamp unit.
  -  For basic data for model 167, see AR82.10-P-4733ME.
  -  For basic data for model 177 and 247, see AR82.10-P-4733MFA.
  -  For basic data for model 205, see AR82.10-P-4730LW.

## Primary Parts Information

Qty.	Part Name	Part Number
As required (1)	LAMP UNIT LH STATIC LED SAE	*
As required (1)	LAMP UNIT RH STATIC LED SAE	*
As required (1)	LAMP UNIT LH SAE LED DYNAMIC	*
As required (1)	LAMP UNIT RH SAE LED DYNAMIC	*
As required (1)	LAMP UNIT LH SAE STATIC	*
As required (1)	LAMP UNIT RH SAE STATIC	*
As required (1)	LAMP UNIT LH LED STATIC SAE RHD	*
As required (1)	LAMP UNIT RH LED STATIC SAE RHD	*
As required (1)	LAMP UNIT LH STATIC LED SAE RHD	*
As required (1)	LAMP UNIT RH STATIC LED SAE RHD	*
As required (1)	LAMP UNIT LH SAE RHD LED STATIC	*
As required (1)	LAMP UNIT RH SAE RHD LED STATIC	*

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

**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.)
82 919 03	02-0905	Check front left and right lamp units	0.2 h
	02-0906	Rework front left and right lamp unit (after check) <b>Includes:</b> Disconnect/connect ground line of 12V on-board electrical system battery; remove/install front and center engine compartment lining, remove/install front bumper, perform commissioning, adjust LED headlamps	ZM
	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

\* Operation item may be invoiced only once for each workshop order!

**i** **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.