

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 2020080023 Launch Notification Check for Brake Pad Inspection Gauge and Supplement Booklet MY19-21 118, 177, 247(A-Class, CLA-Class, GLA-Class, GLB-Class)	Date: August 28, 2020

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



Campaign No. :	Campaign Desc. :	Brake Pad Inspection Gauge Check
2020080023	20P5891007	
<p>This is to notify you of a Service Campaign launch to add a brake pad inspection gauge and supplemental booklet on 10,793 Model Year ("MY") 2019-2021 118, 177, 247 (A-Class, CLA-Class, GLA-Class, GLB-Class) vehicles. This service campaign is related to PENDING RECALL NHTSA ID# 20V481 . Affected VINs will be flagged in VMI as "OPEN" on August 28, 2020.</p>		
Background		
Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that certain MY 2019-2021 A-Class (177 platform), CLA-Class (118 platform), GLA-Class (247 platform), and GLB-Class (247 platform) vehicles might not be equipped with a means to check the wear status of the brake pads on the rear axle. Furthermore, information regarding the brake gauge and its operation might not be included in the owner's manual.	
What We're Doing	An authorized Mercedes-Benz dealer will check the affected vehicles for a brake pad inspection tool and supplementary booklet, and include them, if necessary.	
Parts	Parts are available and can be ordered as necessary. An initial parts allocation will be provided to dealers for new vehicles in dealer inventory. Parts for all other vehicles in the campaign population will be ready for order after September 4, 2020.	
Vehicle Model Year(s)	2019-2021	
Vehicle Model	A-Class, CLA-Class, GLA-Class, GLB-Class	
Vehicle Populations		
Total Campaign Population	10793	
Next Steps/Notes		
AOMS/SOMS	<p>AOMs – This Service Campaign may generate questions from your dealers.</p> <p>IMPORTANT: After warranty claim submission for this service campaign, VINs currently in “pending” status will be automatically removed from the recall (Campaign Desc: 20P2197282, NHTSA ID# 20V481) population within a minimum of 5 to 7 business days in Netstar VMI. Please allow time for the systems to accept the service campaign claim and change the status accordingly. Once the service campaign is closed, the vehicle may be sold.</p> <p>Please advise your dealers to submit the claims as soon as possible to prevent delays. Also, please allow time for the systems to accept the claim and change the status accordingly.</p> <p>Vehicles can be requested to be added to the campaign. However, please be advised that adding vehicles to the service campaign is managed by MBAG and this process will take 1-2 weeks minimum.</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. 2020080023, August 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model A-Class, CLA-Class, GLA-Class, and GLB-Class (177, 118, and 247 platform)
Model Year 2019-2021**

Inspection Gauge Brake Pad Check

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that certain Model Year ("MY") 2019-2021 A-Class (177 platform), CLA-Class (118 platform), GLA-Class (247 platform), and GLB-Class (247 platform) vehicles might not be equipped with a means to check the wear status of the brake pads on the rear axle. Furthermore, information regarding the brake gauge and its operation might not be included in the owner's manual. An authorized Mercedes-Benz dealer will check the affected vehicles for a brake pad inspection tool and supplementary booklet, and include 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 10,795 vehicles are affected.

Order No. P-SC-2020080023

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.

Work procedure

1. Check whether gauge (**figure1**) is present; enclose if necessary.
2. Check whether supplementary booklet (**figure 2**) is present; enclose if necessary.

i The gauge and booklet maybe in different locations. Check the trunk, glove box, and the new vehicle packet/booklet.

i The vehicle may be missing these items and should have both upon completion.



Figure 1 (gauge A 000 583 42 06)

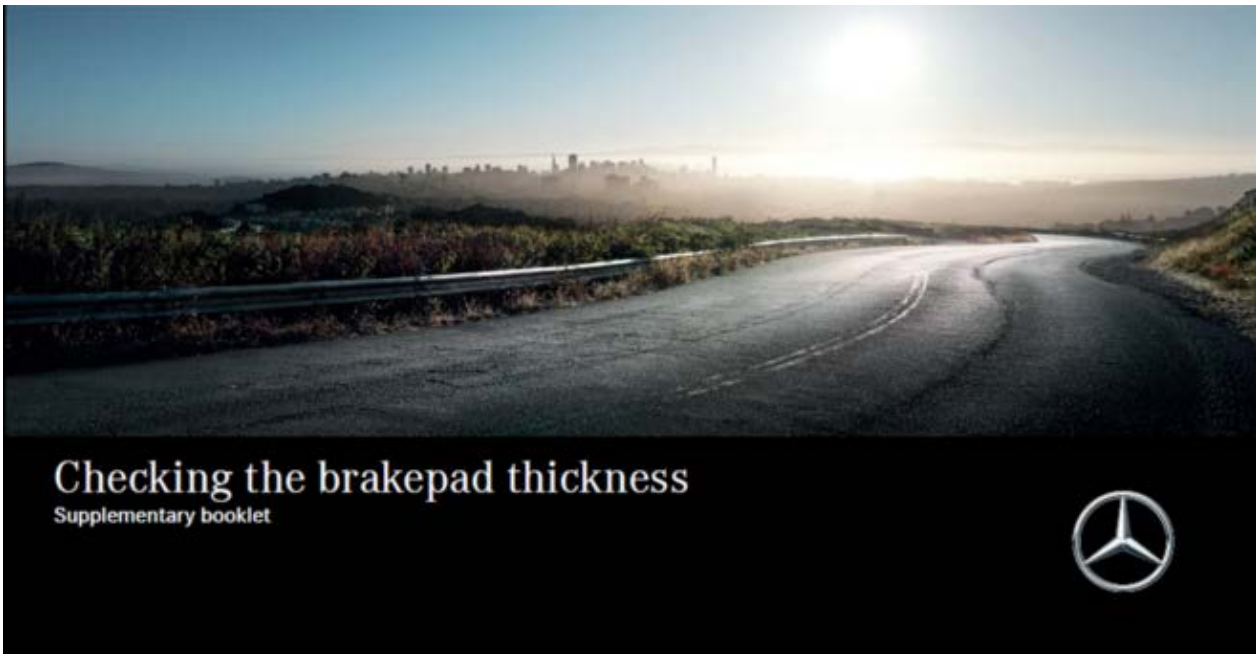


Figure 2 (supplementary booklet A 118 584 63 04)

Primary Parts Information

Qty.	Part Name	Part Number
As required (1)	Gauge	A 000 583 06 42
As required (1)	Supplementary booklet	A 118 584 63 04

i Note

An initial parts allocation will be provided to dealers for new vehicles in dealer inventory. Parts for all other vehicles in the campaign population will be ready for order after September 4, 2020.

Warranty Information

Operation: Check vehicle for gauge and supplementary booklet, enclose if necessary (02-9471)

Damage Code	Operation Number	Labor Time (hrs.)
58 910 07 7	02-9471	0.1

i Note

Operation Number labor times are subject to change.