Vehicle Compliance & Analysis

TO: Mercedes-Benz Dealer Principals, General Managers,	FROM: Gregory Gunther, Department Manager, Vehicle		
Sales Managers, Service Managers, Parts Managers	Compliance and Analysis, Engineering Services		
RE: Service Campaign Launch Notification			
Replace Certification Label (Identification Plate) on B-Pillar	DATE: August 6 th , 2021		
MY21 247 (GLA-Class, GLB-Class)			

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

Mercedes-Benz USA, LLC A Daimler AG Company



News Channel Update Vehicle Compliance & Analysis

Service Campaign Launch Notification		August 6, 2021		
Campaign No. :	Campaign Desc. :	Replace Certification Label		
2021070014	21P5891013	(Identification Plate) on B- Pillar		
		the Certification Label (Identification Plate) on the B-pillar in m) AMG vehicles only. The vehicles will be visible and flagged ugust 6th,2021 .		
	Backgrou	ind		
lssue	that on certain MY 2021 (the Certification Label (Ide internal specifications. It i	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain MY 2021 GLA-Class and GLB-Class (247 platform) AMG vehicles only, the Certification Label (Identification Plate) on the B-pillar may not correspond to the internal specifications. It is therefore possible that the label may not display the respective designation as Passenger Car (PC).		
What We're Doing		MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will replace the B-Pillar Certification Label (Identification Plate) on the affected vehicles.		
Parts	The Remedy is available	The Remedy is available and can be performed as necessary.		
	Vehicles Aff	ected		
Vehicle Model Year(s)	2021	2021		
Vehicle Model	GLA-Class and GLB-Class	GLA-Class and GLB-Class AMG vehicles		
	Vehicle Popu	lations		
Total Campaign Population	143	143		
	Next Steps/	Notes		
AOMS/SOMS	AOMs – This campaign m	AOMs – This campaign may generate questions from your dealers.		
	-	nined to maintain a high level of vehicle quality and customer comer Assistance Center at 1-800-FOR-MERCEDES.		

Mercedes-Benz USA, LLC A Daimler AG Company





Campaign No. 2021070014, August 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: Model AMG GLA-Class and AMG GLB-Class (247 platform) Model year 2021

Replace Certification Label (Identification Plate) on B- Pillar

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain MY 2021 GLA-Class and GLB-Class (247 platform) AMG vehicles only, the Certification Label (Identification Plate) on the B-pillar may not correspond to the internal specifications. It is therefore possible that the label may not display the respective designation as Passenger Car (PC). MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will replace the B-Pillar Certification Label (Identification Plate) 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 143 vehicles are affected.

Order No. P-SC-2021070014 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.

Service Campaign Bulletin

Service Campaign Bulletin

Replace identification plate on B-pillar

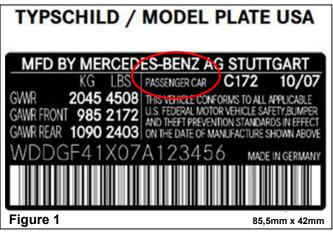
Model 247

Work procedure

1. <u>Remove identification plate on B-pillar</u>.

i Heat identification plate with heat gun. Remove residual adhesive of old identification plate and clean bonding surface.

2. Attach new identification plate – see example below (Figure 1) in old bonding position. The new plates will state passenger car.



Primary Parts Information

Qty.	Part Name	Part Number
1	USA identification plate	A 000 817 47 04

* The replacement parts must be determined according to the equipment variant for the chassis number via the parts job in the Xentry Portal.

i Note:

• The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information

Operation: (02-0560) Replace information label

Damage Code	Operation Number	Labor Time (hrs.)
58 910 13	02-0560	0.1

iNote

Always check ASRA for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.