

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>Service Campaign Launch Notification</b> <b>Replace Transmission Bearing Cover</b> <b>MY20-21 GLA-Class and GLB-Class (156/247 platform)</b>	DATE: December 9, 2022

## 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

Department Manager, Vehicle Compliance & Analysis



<b>Service Campaign Launch Notification</b>		December 9, 2022
<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Replace Transmission Bearing Cover</b>
2022110007	22P2690005	
<p>This is to notify you of the <a href="#">Service Campaign Launch</a> to replace the bearing cover on the transmission in <b>2,992</b> Model Year (“MY”) 2020-2021 GLA-Class and GLB-Class (156/247 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on <b>December 9, 2022.</b></p>		
<b>Background</b>		
<b>Issue</b>	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2020-2021 GLA-Class and GLB-Class (156/247 platform) vehicles, the transmission bearing cap cover does not correspond to current specifications. Over time, the transmission bearing cover may loosen, which may result in minor oil loss. An instrument cluster transmission light will still alert the user if it falls below the threshold and alert the driver if the transmission oil overheated. The indicator light will alert the driver to drive with caution. A risk of fire can be ruled out.</p>	
<b>What We’re Doing</b>	<p>MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will replace the transmission bearing cover.</p>	
<b>Parts</b>	<p>The remedy is available and can be performed as necessary.</p>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2020-2021	
<b>Vehicle Model</b>	GLA-Class and GLB-Class	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	2,992	
<b>Next Steps/Notes</b>		
<b>AOMS/SOMS</b>	<p>AOMs – This 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. 2022110007, December 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLA-Class and GLB-Class (156/247 platform)**  
**Model Year 2020-2021**

## **Replace Transmission Bearing Cover**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2020-2021 GLA-Class and GLB-Class (156/247 platform) vehicles, the transmission bearing cap cover does not correspond to current specifications. Over time, the transmission bearing cover may loosen, which may result in minor oil loss. An instrument cluster transmission light will still alert the user if it falls below the threshold and alert the driver if the transmission oil overheated. The indicator light will alert the driver to drive with caution. A risk of fire can be ruled out. An authorized Mercedes-Benz dealer will replace the transmission bearing cover.

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 2,992 vehicles are affected.

Order No. P-SC-2022110007

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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## Replace bearing cap on transmission

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### Work Procedure

1. Remove engine with transmission.
  - i** For basic data, see AR01.10-P-2401\*.
  - i** \* Select the WIS document according to the vehicle model.
2. Remove bearing cap (A, Figure 1) from transmission using a suitable tool.
  - i** The bearing cap will be replaced by a **new aluminum bearing cap**.

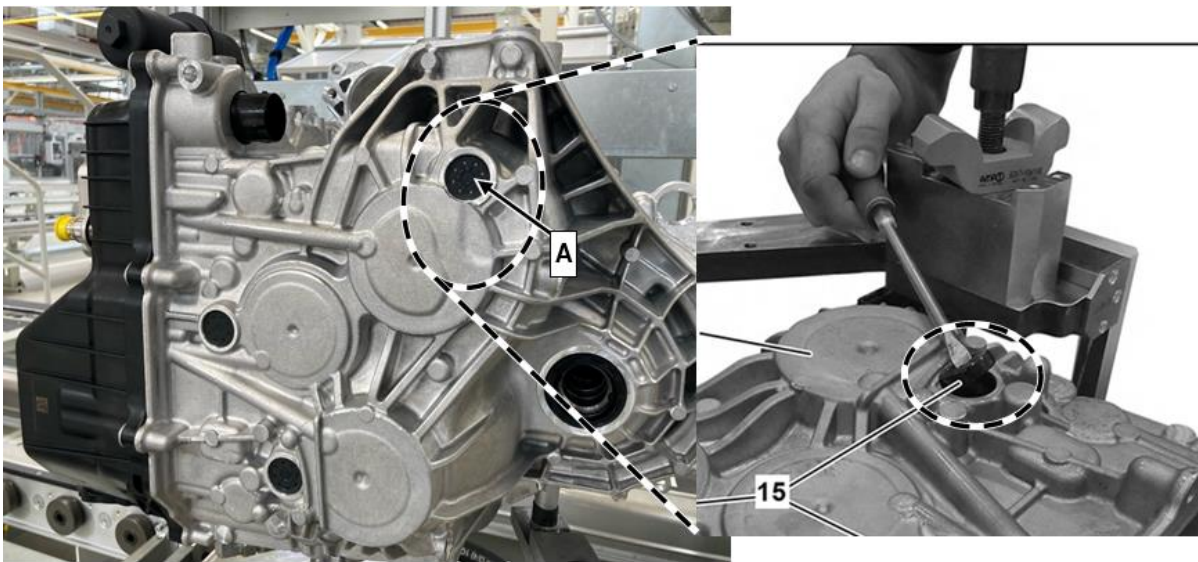


Figure 1

3. Insert new aluminum bearing cap up to end stop and hammer in slightly.
  4. Assemble in reverse order.
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**Primary Parts Information**

Qty.	Part Name	Part Number
1	Bearing cap repair kit L01	A 247 260 65 01
As required*	Transmission oil	*

\* 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.)
26 900 05	02-0184	Replace bearing cap on transmission Includes: Remove/install engine and transmission unit	ZM

**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.