

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>Replace B-Pillar Identification Label</b> <b>MY20-21 GLA and GLB (247 platform)</b>	DATE: January 19, 2024

## 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>		January 19, 2024
<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Replace B-pillar Identification Label</b>
2023100012	21P5891714	
<p>This is to notify you of the <a href="#">Service Campaign Launch</a> to replace the B-pillar identification label on <b>54,110</b> Model Year (“MY”) 2020-2021 GLA and GLB (247 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on <b>January 19, 2024</b>.</p>		
<b>Background</b>		
<b>Issue</b>	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2020-2021 GLA and GLB (247 platform) vehicles, the identification label on the B-pillar does not correspond to current specifications.	
<b>What We’re Doing</b>	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will replace the identification label on the B-pillar.	
<b>Parts</b>	The remedy is available and can be performed as necessary.	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2020-2021	
<b>Vehicle Model</b>	GLA and GLB	
<b>Vehicle Populations</b>		
<b>Total Campaign Population</b>	54,110	
<b>Next Steps/Notes</b>		
<b>Customer Notification Timeline</b>	Customer letters will not be mailed.	
<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. 2023100012, January 2024

TO: ALL MERCEDES-BENZ CENTERS

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

**Replace B-pillar Identification Plate**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2020-2021 GLA and GLB (247 platform) vehicles, the identification plate on the B-pillar does not correspond to current specifications. An authorized Mercedes-Benz dealer will replace the identification plate on the B-pillar.

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 54,110 vehicles are affected.

Order No. P-SC-2023100012

# Service Campaign Bulletin

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## Replace B-pillar Identification Plate

**i** Code 494 corresponds to USA VERSION.

### Work Procedure

1. Replace identification plate on B-pillar.

**i** Determine correct part number of identification plate in XENTRY Portal via VeDoc (**Figure 1**) and place order.

**i** Heat identification plate with heat gun. Remove adhesive residue of old identification plate and clean bonding area.

**i** Attach new identification plate over old bonding position (**Figure 2**).

The screenshot shows the XENTRY Portal VeDoc interface with the 'Model plate' tab selected. The page displays various vehicle specifications:

WEIGHT SPECIFICATIONS			
	Kilograms	Pounds	
Permissible total weight	2205	4861	
Permissible total weight of vehicle combination			
Permissible axle load Axle 1	1165	2568	
Perm. axle load, axle 2	1090	2403	

  

WHEEL/TIRE SPECIFICATIONS			
Tires Axle 1	235/50 R19	Rim Axle 1	7.5Jx19
Tires Axle 2	235/50 R19	Rim Axle 2	7.5Jx19
		Air pressure on Axle 1	300(43)
		Air pressure on Axle 2	300(43)

  

ADDITIONAL INFORMATION	
EU approval number	Object no. model plate 204 817
Model designation	F2B
Sales designation	
Vehicle model designation	247647
Engine model designation	260920
Plugin engine	
Number of seats	
Low beam light bundle	
Diesel smoke coefficient	
Paint, bottom	149
Paint, top	
Curb weight	

Figure 1



Figure 2

**Primary Parts Information**

Qty.	Part Name	Part Number
As required (1)*	Identification plate for vehicle code 494 (USA)	A 000 817 54 04
As required (1)*	Identification plate for vehicle code 494 (USA)	A 204 817 78 20 26

\* 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.)
58 917 14	02-0560	Replace identification plate on B-pillar	0.1

**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.