News Channel Update |

Vehicle Compliance & Analysis

TO: Mercedes-Benz Dealer Principals, General Managers, Sales	FROM: Gregory Gunther, Department Manager, Vehicle
Managers, Service Managers, Parts Managers	Compliance and Analysis, Engineering Services
RE: Service Campaign Launch Notification	
Wiper Alignment	DATE: March 26, 2020
MY19 177 (A-Class)	

IMPORTANT SERVICE CAMPAIGN INFORMATION

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



News Channel Update | Vehicle Compliance & Analysis

Service Campaign	Launch Notification	March 26, 2020		
Campaign No. :	Campaign Desc. :	Wiper Alignment		
202003003	20P8290002			
		side wiper alignment in <u>490</u> Model Year ("MY") 2019 A-Class (177 HTSA ID# 20V106. The vehicles will be visible and flagged in VMI 26, 2020.		
	Backgrou	ınd		
Issue	on certain Model Year ("MY")	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2019 A-Class vehicles (177 platform), the position of the windshield wiper arms might not meet current production specifications. However, driver visibility is not impaired.		
What We're Doing	side wiper arm setting on the for the SC is only 13% of the	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will check driverside wiper arm setting on the affected vehicles and replace if necessary. The replacement rate for the SC is only 13% of the total affected vehicles. Please order as needed and do not overstock. MBUSA will be monitoring all parts orders and quantities.		
Parts	The remedy is available and	d can be performed		
Vehicles Affected				
Vehicle Model Year(s)	2019	2019		
Vehicle Model	A-Class.	A-Class.		
	Vehicle Popu	lations		
Total Campaign Population 490				
Next Steps/Notes				
	AOMs – This campaign may g your dealers ASAP.	generate questions from your dealers. Please forward this notice to		
AOMS/SOMS	"pending" status will be auto	claim submission for this service campaign, VINs currently in matically removed from the recall (NHTSA ID# 20V106) population star VMI. Please allow time for the systems to accept the claim lingly.		
		o maintain a high level of vehicle quality and customer satisfaction. ssistance Center at 1-800-FOR-MERCEDES.		



Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin



Campaign No. 2020030003, March 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: Model A-Class vehicles (177 platform)

Model Year 2019

Wiper Alignment

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2019 A-Class vehicles (177 platform), the position of the windshield wiper arms might not meet current production specifications. However, driver visibility is not impaired. MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will check driver-side wiper arm setting on the affected vehicles and replace if necessary. The replacement rate for the SC is only 13% of the total affected vehicles. Please order as needed and do not overstock. MBUSA will be monitoring all parts orders and quantities.

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.

IMPORTANT: After warranty claim submission for this service campaign, VINs currently in "pending" status will be automatically removed from the recall (NHTSA ID# 20V106) population within 5 business days in Netstar VMI. Please allow time for the systems to accept the claim and change the status accordingly.

Approximately 490 vehicle is affected.

Order No. P-SC-2020030003

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.

Check/test procedure

- 1. Check driver-side wiper arm setting.
 - Check Distance of driver-side wiper arm in the upper position to A-pillar (X, Figure 1) 22mm (-3/+4).
 - For basic data, see **AR82.30-P-6100MFA** and *BE82.30-P-1005-01M

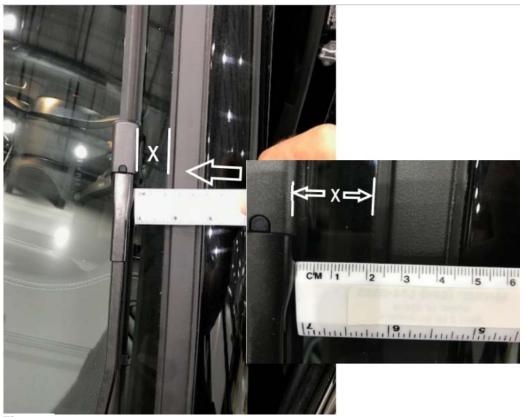


Figure 1

- **a.** If x is outside tolerance range (22 mm -3/+4mm) than **NOK**. Wiper arm setting *not* correct: Carry out **work procedure**.
- **b.** If x is within tolerance range (22mm -3/+4mm) Wiper arm setting correct: **End measure.**

Work procedure

- 1. Replace driver-side wiper arm.
 - The wiper arm cannot be adjusted and must be replaced
 - i For basic data, see AR82.30-P-6100MFA.

Primary Parts Information

Qty.	Part Name	Part Number
As required (1)	Wiper arm	A 177 820 08 00

Warranty Information

With Check

Operation: Check driver-side wiper arm (02-1478)

Includes: Connect XENTRY Diagnosis

Damage Code	Operation Number	Labor Time (hrs.)
82 900 02 8	02-1478	0.3

With Check and Replace

Operation: Check driver-side wiper arm (02-1478)

Includes: Connect XENTRY Diagnosis

Replace driver-side wiper arm (after check)(02-1479)

Damage Code	Operation Number	Labor Time (hrs.)
82 900 02 7	02-1478	0.3
	02-1479	0.4

i Note

Operation Number labor times are subject to change.