

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 Launch Notification Wiper Alignment MY19 177 (A-Class)	DATE: March 26, 2020

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



Service Campaign Launch Notification

March 26, 2020

Campaign No. :

Campaign Desc. :

202003003

20P8290002

Wiper Alignment

This is to notify you of the **Service Campaign Launch** regarding the driver side wiper alignment in **490** Model Year (“MY”) 2019 A-Class (177 platform) vehicles. This service campaign is related to PENDING RECALL **NHTSA ID# 20V106**. The vehicles will be visible and flagged in VMI as “OPEN” on **March 26, 2020**.

Background

Issue
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
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.**

Parts
The remedy is available and can be performed

Vehicles Affected

Vehicle Model Year(s) 2019
Vehicle Model A-Class.

Vehicle Populations

Total Campaign Population 490

Next Steps/Notes

AOMS/SOMS
AOMs – This campaign may generate questions from your dealers. Please forward this notice to your dealers ASAP.
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.

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.



Service Campaign Bulletin



Mercedes-Benz

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.

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Check/test procedure

1. Check driver-side wiper arm setting.

i Check Distance of driver-side wiper arm in the upper position to A-pillar (X, Figure 1) 22mm (-3/+4).

i 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.

i 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.