

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: **Recall Campaign Launch Notification**  
**Replace Transmission Control Unit**  
**MY19 156 (GLA-Class)**

Date: March 20, 2021

## **IMPORTANT RECALL CAMPAIGN UPDATE**

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



<b>Campaign No. :</b>	<b>NHTSA ID</b>	<b>Campaign Desc. :</b>	<b>Replace Transmission Control Unit</b>
<b>2021020038</b>	<b>21V033</b>	<b>21P5495403</b>	
<p>This is to notify you of the <b>Recall Campaign Launch</b> to replace the transmission control unit in <b>4</b> Model Year (“MY”) 2019 GLA-Class (156 platform) vehicles. The recall campaign will be visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. Affected VINs will be flagged in VMI as “OPEN” on <b>March 20, 2021</b>.</p>			
<b>Background</b>			
<b>Issue</b>	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on four Model Year (“MY”) 2019 GLA-Class vehicles (156 platform), the power supply for the automatic transmission control unit might be interrupted while driving. In this case, the transmission would shift into neutral and the vehicle would coast to a stop. Both the steering and braking systems would not be impaired. However, the risk of a crash might be increased.		
<b>What We’re Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the transmission control unit on the affected vehicles.		
<b>Parts</b>	<b>Parts are available and can be ordered as necessary.</b>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2019		
<b>Vehicle Model</b>	GLA-Class (156 platform)		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	4		
<b>Total Vehicles in Dealer Inventory</b>	0		
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY19 GLA-Class vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Once the remedy is available, the vehicles will be flagged as “OPEN” and Work Instructions will be available in Star TekInfo. Once the repair is complete, the vehicle may be sold or leased.</b></p>			
<p><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired. As a matter of normal service process, please check for other repair measures which might be applicable to the vehicle(s)</b></p>			
<p><b>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY19 GLA-Class vehicles covered by this notification until the vehicle has been repaired.</b></p>			
<b>Next Steps/Notes</b>			
<b>Customer Notification Timeline</b>	Customer letters will be mailed on March 19, 2021. Customers may also be contacted through the CAC.		
<b>AOMS/SOMS</b>	AOMs - This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
<b>Rental Fleet Partners</b>	This recall may affect vehicles in your fleet. Please contact your respective MBUSA fleet representative for further information and next steps. For repairs, please contact your preferred MBUSA dealer.		
<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>			





Mercedes-Benz

Campaign No. 2021020038, March 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLA-Class vehicles (156 platform)**  
**Model Year 2019**  
**Replace Transmission Control Unit**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on four Model Year (“MY”) 2019 GLA-Class vehicles (156 platform), the power supply for the automatic transmission control unit might be interrupted while driving. In this case, the transmission would shift into neutral and the vehicle would coast to a stop. Both the steering and braking systems would not be impaired. However, the risk of a crash might be increased. An authorized Mercedes-Benz dealer will replace the transmission control unit on the affected vehicles.

Prior to performing this Recall 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 Recall Campaign bulletin and follow the repair procedure exactly as described.

Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 4 vehicles are involved.

Order No. P-RC-2021020038

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.

## Work procedure

1. Replace control unit of fully integrated transmission control (dual-clutch transmission).

**i** Removal fully integrated transmission control For basic data, see **AR27.19-P-0200NKB**.

Disassembly fully integrated transmission control For basic data, see **AR27.19-P-0220NKB**.

---

## Primary Parts Information

Qty.	Part Name	Part Number
1*	TS controller unit	A 000 270 39 00*

\* The replacement parts must be determined according to the VIN via the parts job in the Xentry Portal (XPPI).

**i** Small parts such as screws, lock nuts, sealing rings, cable ties, fluids, sealants, etc. are not listed in the parts list. The required small parts are taken into account in the budgeting.

## Warranty Information

**Operation:** Replace control unit of fully integrated transmission control (02-1960)

**Includes:** Remove/install rear lower engine compartment lining; Remove/install electrohydraulic controller unit of dual-clutch transmission; Drain/fill dual-clutch transmission oil; Perform adaptation; Check/correct oil level of dual-clutch transmission.

Connect/disconnect diagnostic system (XENTRY Diagnosis) (02-4762)

Connect/disconnect starter battery charger (with XENTRY Diagnosis connected) (02-5058)

Damage Code	Operation Number	Labor Time (hrs.)
54 954 03 7	02-1960	3.0
	02-4762*	0.1
	02-5058*	0.1