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| 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>Recall Campaign Launch Notification</b><br><b>Replace the Integral Carrier Front Axle</b><br><b>MY19-21 A-Class and GLB-Class</b><br><b>(177, 247 platform)</b> | DATE: 7/15/2022  |

### **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



| Recall Campaign Launch Notification  |  |                  | July 15, 2022                                  |
|--|--|------------------|--|
| Campaign No. :   | NHTSA ID   | Campaign Desc. : | <b>Replace the Integral Carrier Front Axle</b> |
| 2022070009   | 21V990   | 21P3390020       |  |
| <p>This is to notify you of the <b>Recall Campaign Launch</b> to replace the integral carrier front axle in <b>38,312</b> Model Year (“MY”) 2019-2021 A-Class and GLB-Class (177, 247 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>July 15, 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 Model Year (“MY”) 2019-2021 A-Class (177 platform) and GLB-Class (247 platform) vehicles, the corrosion protection of the integral carrier of the front axle might not be sustained over the lifetime of the vehicle. Under specific environmental influences, corrosion of the integral carrier of the front axle might occur after several years. As a result, depending on the intensity and location of the corrosion, an impairment of the structural durability of the integral carrier as well as the connection to other components cannot be ruled out. In this case, vehicle steering might be affected which could potentially increase the risk of a crash.</p> |                  |  |
| <b>What We’re Doing</b>  | <p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the integral carrier on the affected vehicles.</p>   |                  |  |
| <b>Parts</b>   | <p><b>The remedy is available and can be performed.</b></p>  |                  |  |
| <b>Vehicles Affected</b>   |  |                  |  |
| <b>Vehicle Model Year(s)</b>   | 2019- 2021   |                  |  |
| <b>Vehicle Model</b>   | A-Class and GLB-Class  |                  |  |
| <b>Vehicle Populations</b>   |  |                  |  |
| <b>Total Recall Population</b>   | 38,312   |                  |  |
| <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 MY19-21 A-Class and GLB-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 Xentry. 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 MY19-21 A-Class and GLB-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 7/29/2022.  |                  |  |
| <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>   |  |                  |  |



# Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2022070009, July 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model A-Class and GLB-Class (177, 247 platform)**  
**Model Year 2019-2021**

## **Replace the Front Axle Integral Carrier**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2019-2021 A-Class (177 platform) and GLB-Class (247 platform) vehicles, the corrosion protection of the integral carrier of the front axle might not be sustained over the lifetime of the vehicle. Under specific environmental influences, corrosion of the integral carrier of the front axle might occur after several years. As a result, depending on the intensity and location of the corrosion, an impairment of the structural durability of the integral carrier as well as the connection to other components cannot be ruled out. In this case, vehicle steering might be affected which could potentially increase the risk of a crash. An authorized Mercedes-Benz dealer will replace the integral carrier on the affected vehicles.

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 38,312 vehicles are affected.

Order No. P-RC-2022070009

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Record

# Recall Campaign Bulletin

## Replace front axle carrier

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### Work Procedure

1. Replace front axle carrier.

**i** For basic data see AR.33.10-P-0100MFA.

**i** The steering remains in the vehicle and **must** be tied up/secured against sagging.

One transverse control arm is released at the wheel hub to remove the front axle carrier. The second transverse control arm **must** be tied up/secured against sagging.

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### Primary Parts Information

| Qty.        | Part Name         | Part Number     |
|-------------|-------------------|-----------------|
| 1           | Integral carrier  | A 177 620 71 01 |
| As required | Mounting set V177 | A 177 990 14 00 |
| As required | Mounting set X247 | A 247 990 01 00 |

**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.

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**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.) |
|-------------|------------------|----------------------------|-------------------|
| 33 900 20   | 02-0893          | Replace front axle carrier | 6.2               |
|             | 02-9785          | Perform wheel alignment    | 0.9               |

**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.