

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 Place USB Cable in Vehicle MY 19 177 (A-Class)	DATE: November 22, 2019

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		November 22, 2019
Campaign No. :	Campaign Desc. :	Place USB Cable in Vehicle
2019100019	19P8297005	
This is to notify you of the Service Campaign Launch regarding a USB cable in 884 Model Year (“MY”) 2019 A-Class (177 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on November 22, 2019.		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2019 A-Class (177 platform) vehicles, a USB cable was not placed in the vehicles.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will place the corresponding USB cable in the affected vehicles.	
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	884	
Next Steps/Notes		
AOMS/SOMS	AOMs – This campaign may generate questions from your dealers. Please forward this notice to your dealers ASAP.	
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. 2019100019, November 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model A-Class (177 platform)**
Model Year 2019

Place USB Cable in Vehicle

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 19 A-Class (177 platform) vehicles, a USB cable was not placed in the vehicle. An authorized Mercedes-Benz dealer will place the corresponding USB cable in the affected vehicles.

Prior to performing this Service Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired. Always Check VMI for any open campaigns, and perform accordingly.
- Please review the entire Service Campaign bulletin and follow the repair procedure exactly as described.

Approximately 884 vehicles are affected.

Order No. P-SC-2019100019

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. Please place USB cable in center console
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Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	USB cable	A 177 820 29 01	100%

Warranty Information

Operation: Addition of USB connection cable (02-1350)

Damage Code	Operation Number	Labor Time (hrs.)
82 970 05 7	02-1350	0.1