

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 Font Size of Indicator Lamps in the Instrument Cluster MY19-20 118, 177, 247 (CLA-Class, A-Class, GLB-Class)	DATE: February 11, 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

February 11, 2020

Campaign No. :

Campaign Desc. :

2020020010

20P5492208

Font Size of Indicator Lamps in the Instrument Cluster

This is to notify you of the **Service Campaign Launch** regarding the indicator lamps for the service brake and parking brake systems in the instrument cluster in **9,046** Model Year (“MY”) 2019-2020 CLA-Class (118 platform), A-Class (177 platform), and GLB-Class (247 platform) vehicles. This service campaign is related to NHTSA ID# 20V045. The vehicles will be visible and flagged in VMI as “OPEN” on **February 11, 2020**.

Background

Issue
Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 19-20 CLA-Class (118 platform), A-Class (177 platform), and GLB-Class (247 platform) vehicles equipped with a 10.25” display, the font size in the instrument cluster might not meet current production specifications. However, there is no impact on the driver’s ability to read the text as it remains visually clear.

What We’re Doing
MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will update the instrument cluster software on the affected vehicles.

Parts
Software is available and can be performed.

Vehicles Affected

Vehicle Model Year(s)
2019- 2020

Vehicle Model
CLA-Class, A-Class, GLB-Class

Vehicle Populations

Total Campaign Population
9,046

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# 20V045) population within a minimum of 48hrs 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. 2020020010, February 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models CLA-Class, A-Class, and GLB-Class (118, 177, and 247 platform)
Model Year 2019-2020**

Font Size of Indicator Lamps in the Instrument Cluster

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 19-20 CLA-Class (118 platform), A-Class (177 platform), and GLB-Class (247 platform) vehicles equipped with a 10.25” display, the font size in the instrument cluster might not meet current production specifications. However, there is no impact on the driver’s ability to read the text as it remains visually clear. An authorized Mercedes-Benz dealer will update the instrument cluster software on the affected vehicles.

Prior to performing this 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.
- **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 9,046 vehicles are affected.

Order No. P-SC-2020020010

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.

Service Campaign Bulletin


Service Campaign Bulletin

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i Note:

- Use Xentry 12/19 with all associated patches or higher.
- Follow the steps exactly as described in Xentry.
- Connect battery charger (battery voltage  >12.5V).
- Ensure all electrical consumers are switched-off.
- In the event of software/SCN update issues, contact Star Diagnosis User Help Desk via. XSF ticket.
- Refer to Star Diagnosis System (SDS) Best Practices Guide.

Work procedure

1. Connect XENTRY Diagnosis.

2. Update instrument cluster control unit software.

i To do this, select menu item "Quick test view  N133/1 Instrument cluster  Adaptations  Control unit update  Update of control unit software".

i Then follow the user guidance in XENTRY Diagnosis.

3. Disconnect XENTRY Diagnosis.

Warranty Information

Operation: Connect/disconnect battery charger (02-5058)
Star Diagnosis System (SDS), Connect/disconnect (02-4762)
Update instrument cluster control unit software (02-9334)

Damage Code	Operation Number	Labor Time (hrs.)
54 922 08 8	02-5058*	0.1
	02-4762*	0.1
	02-9334	0.1

*Operation item may be invoiced only once for each work order.

i Note

Operation Number labor times are subject to change