

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 2021030010 Launch Notification**
Add Supplementary Booklet to Printed Operator's Manual MY20-21 118, 177, 213, 247 (A-Class, CLA-Class, E-Class, GLA-Class, GLB-Class)

Date: July 2, 2021

IMPORTANT NEW SERVICE CAMPAIGN LAUNCH INFORMATION

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



Campaign No. :	Campaign Desc. :	Add Supplementary Booklet to Printed Operator's Manual
2021030010	20P5891107	
<p>This is to notify you of a Service Campaign launch regarding adding a supplementary booklet to the printed operator's manual on 1,930 Model Year ("MY") 2020-2021 118, 177, 213, and 247 (A-Class, CLA-Class, E-Class, GLA-Class, and GLB-Class) vehicles. Affected VINs will be flagged in VMI as "OPEN" on July 2, 2021.</p>		
Background		
Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain MY 2020-2021 A-Class, CLA-Class, E-Class, GLA-Class, and GLB-Class (118, 177, 213, and 247 platform) vehicles, the printed operator's manual does not correspond with our current specifications and it's possible the supplementary booklet to the printed operator's manual to the vehicle document wallet is not present.	
What We're Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will add a supplement to the operator's manual, if necessary.	
Parts	Parts are available and can be ordered as necessary.	
Vehicle Model Year(s)	2020-2021	
Vehicle Model	A-Class, CLA-Class, E-Class, GLA-Class, GLB-Class	
Vehicle Populations		
Total Campaign Population	1,930	
Next Steps/Notes		
AOMS/SOMS	AOMs - This Service Campaign may generate questions from your dealers.	
<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>		



Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2021030010, July 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model A-Class, CLA-Class, E-Class, GLA-Class, GLB-Class,
Model year 2020-2021**

Add Supplementary Booklet to Printed Operator's Manual

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain MY 2020-2021 A-Class, CLA-Class, E-Class, GLA-Class, and GLB-Class (118, 177, 213, and 247 platform) vehicles, the printed operator's manual does not correspond with our current specifications and it's possible the supplementary booklet to the printed operator's manual to the vehicle document wallet is not present.

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 1,930 vehicles are affected.

Order No. P-SC-2021030010

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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Work procedure

1. Check for the presence of the printed operator's manual in the vehicle document wallet, enclose if necessary.
 - i** Add the supplementary booklet to the printed operator's manual to the vehicle document wallet if the supplementary booklet to the printed operator's manual is **not** present.
 - i** If the supplementary booklet to the printed operator's manual is present, compare it with the parts table below and replace it if necessary.

Warranty Information

Operation: (02-9471) Check operator's manual, enclose if necessary

Damage Code	Operation Number	Labor Time (hrs.)
58 911 07	02-9471	0.1

i **Note**

Operation Number labor times are subject to change.

i **Note:**

The following allowable labor operation should be used when submitting a warranty claim for this repair:

Primary Parts Information

Qty.	Part Name	Part Number
As required (1)*	SUPPL. BOOK. US ENGL USA 2020-09	A 118 584 56 05

* The operating instructions must be procured via the parts job in the Xentry Portal.