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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>Service Campaign Launch Notification</b><br><b>Replace Front License Plate Bracket</b><br><b>MY 19 177 (A-Class)</b> | DATE: July 16, 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



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| Service Campaign Launch Notification   |  | July 16, 2021                              |
| Campaign No. :   | Campaign Desc. :   | <b>Replace Front License Plate Bracket</b> |
| 2021040014   | 21P8891104   |  |
| This is to notify you of the <b>Service Campaign Launch</b> to replace the front license plate bracket in <b>69</b> Model Year (“MY”) 2019 A-Class (177 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on <b>July 16,2021</b> . |  |  |
| <b>Background</b>  |  |  |
| <b>Issue</b>   | Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain MY 2019 A-Class (177 platform) vehicles, an incorrect front license plate bracket was installed on the affected vehicles during production, which may result in a incorrectly positioned license plate. |  |
| <b>What We’re Doing</b>  | MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will replace the license plate bracket on the affected vehicles.   |  |
| <b>Parts</b>   | Parts are available and can be ordered as necessary.   |  |
| <b>Vehicles Affected</b>   |  |  |
| <b>Vehicle Model Year(s)</b>   | 2019   |  |
| <b>Vehicle Model</b>   | A-Class  |  |
| <b>Vehicle Populations</b>   |  |  |
| <b>Total Campaign Population</b>   | 69   |  |
| <b>Next Steps/Notes</b>  |  |  |
| <b>AOMS/SOMS</b>   | AOMs – This campaign may generate questions from your dealers.   |  |
| 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. 2021040014, July 2021

TO: ALL MERCEDES-BENZ CENTERS

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

**Replace Front License Plate Bracket**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain MY 2019 A-Class (177 platform) vehicles, an incorrect front license plate bracket was installed on the affected vehicles during production, which may result in a incorrectly positioned license plate. An authorized Mercedes-Benz dealer will replace the license plate bracket 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 69 vehicles are affected.

Order No. P-SC-2021040014

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

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## Check front license plate holder, replace if necessary

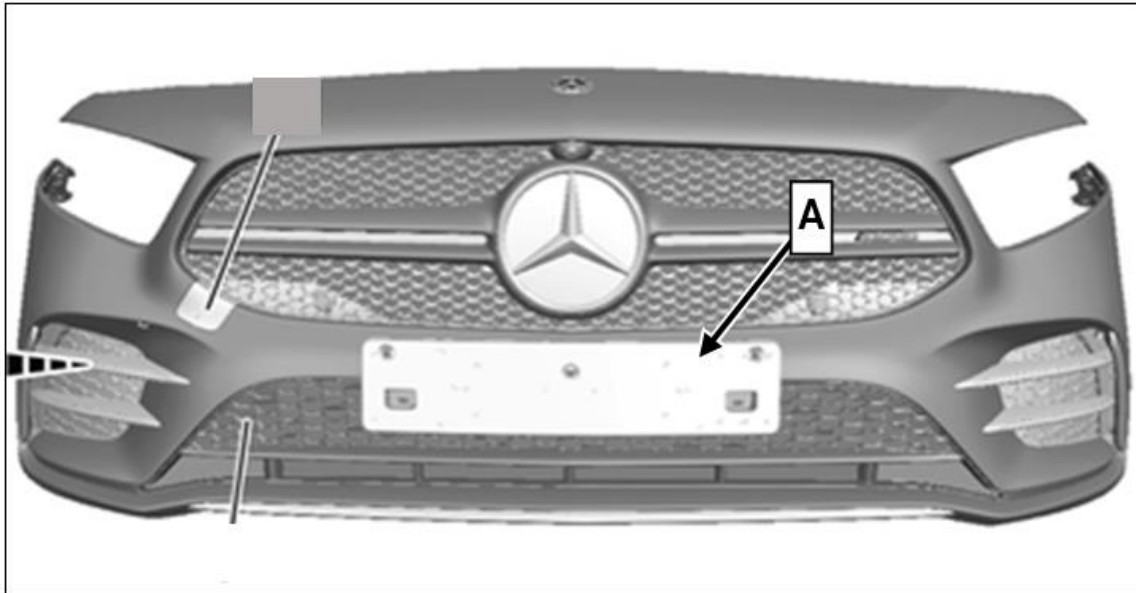
Model 177.1

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### Check/test procedure

1. Remove front license plate holder (**A**, Figure 1).

**i** Depending on the variant, snap the license plate holder into the front bumper and screw it on.



**Figure 1**

- b. Check part number of license plate holder.

**i** The part number is located on the rear side of the license plate holder.

**i** The part number of the license plate holder must be: **A 177 885 81 04!**


**i** The mounting screws must be replaced when installing the license plate holder.

- a. **Part number** of license plate holder **not** OK:  
Carry out **work procedure**.
- b. **Part number** of license plate holder **OK**:  
**End measure**.

## Work procedure


1. Replace front license plate holder.

 Depending on the variant, snap the license plate holder into the front bumper and screw it on.

 The mounting screws must be replaced when installing the license plate holder.

## Primary Parts Information

| Qty.            | Part Name   | Part Number     |
|-----------------|---|-----------------|
| 3               | Hexalobular bolt for attaching license plate holder; 5X30 | A 001 984 66 29 |
| As required (1) | License plate holder for USA                              | A 177 885 81 04 |

 Small parts such as 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.

### Note:

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

## Warranty Information

**Operation: (02-0963)** Check front license plate holder

**(02-0964)** Replace front license plate holder (after check)

| Damage Code | Operation Number | Labor Time (hrs.) |
|-------------|------------------|-------------------|
| 88 911 04   | 02-0963          | 0.1 h             |
|             | 02-0964          | 0.1 h             |

### 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.