

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 Check and Replace Printed Operator's Manual MY21 Various Models (118, 167, 177, 190, 213, 238, 247, 257, and 290 platform)	DATE: May 20, 2022

IMPORTANT SERVICE CAMPAIGN LAUNCH

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		May 20, 2022
Campaign No. :	Campaign Desc. :	Check and Replace Printed Operator’s Manual
2022030014	21P5892203	
<p>This is to notify you of the Service Campaign Launch to check and replace the printed operator’s manual, if necessary, in 44,425 Model Year (“MY”) 2021 CLA-Class, GLA-Class, GLE-Class, GLS-Class, A-Class, C-Class, E-Class, GLB-Class, CLS-Class, and AMG GT 4-doors/Coupe (118, 167, 177, 190, 213, 238, 247, 257, and 290 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on May 20, 2022.</p>		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain Model Year (“MY”) 2021 CLA-Class, GLA-Class, GLE-Class, GLS-Class, A-Class, C-Class, E-Class, GLB-Class, CLS-Class, and AMG GT 4-doors/Coupe (118, 167, 177, 190, 213, 238, 247, 257, and 290 platform). The possibility exists that the information regarding radar sensor MMRV1 may be incorrect, and therefore the printed operator’s manual may not align with the internal vehicle specifications.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will check and replace the printed operator’s manual, if necessary.	
Parts	The remedy is available and can be performed as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2021	
Vehicle Model	CLA-Class, GLA-Class, GLE-Class, GLS-Class, A-Class, C-Class, E-Class, GLB-Class, CLS-Class, and AMG GT 4-doors/Coupe	
Vehicle Populations		
Total Recall Population	44.425	
Next Steps/Notes		
AOMS/SOMS	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.	
<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. 2022030014, May 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Various Models**
Model Year 2021

Check and Replace Printed Operator's Manual

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain Model Year ("MY") 2021 CLA-Class, GLA-Class, GLE-Class, GLS-Class, A-Class, C-Class, E-Class, GLB-Class, CLS-Class, and AMG GT 4-doors/Coupe (118, 167, 177, 190, 213, 238, 247, 257, and 290 platform). The possibility exists that the information regarding radar sensor MMRV1 may be incorrect, and therefore the printed operator's manual may not align with the internal vehicle specifications. An authorized Mercedes-Benz dealer will check and replace the printed operator's manual, if necessary.

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 44,425 vehicles are affected.

Order No. P-SC-2022030014

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

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Enclose printed operator's manual, replace if necessary

i Code 494 corresponds to USA version.

Work Procedure

1. Check whether the operator's manual is in the vehicle document wallet and whether it is the correct version.

i If **no** operator's manual is found, a printed operator's manual must be placed in the vehicle document wallet as an aftermarket measure.

i If there is a printed operator's manual, compare it with the parts table, and replace if necessary.

Primary Parts Information

Qty.	Part Name	Part Number	Language	Code
As required (1)*	SUPPL. BOOKLET RADIO DATA TRANSMISSION US ENGL USA 2021-03A	A 118 584 48 06	English USA	494

* The operator's manuals must be procured through the usual replacement part ordering channel.

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.)
58 922 03	02-9471	Check operator's manual, enclose/replace if necessary	0.1

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.*