

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Senior Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Service Campaign Launch Notification Replace B-Pillar Identification Plate MY20-21 GLA and GLB (247 platform)	DATE: January 19, 2024

IMPORTANT SERVICE CAMPAIGN LAUNCH

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES (1-800-367-6372).

Sincerely,

Gregory Gunther

Senior Manager, Vehicle Compliance & Analysis



Service Campaign Launch Notification		January 19, 2024
Campaign No. :	Campaign Desc. :	Replace B-pillar Identification Plate
2023100012	21P5891714	
<p>This is to notify you of the Service Campaign Launch to replace the B-pillar identification plate on 54,110 Model Year (“MY”) 2020-2021 GLA and GLB (247 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on January 19, 2024.</p>		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2020-2021 GLA and GLB (247 platform) vehicles, the identification plate on the B-pillar does not correspond to current specifications.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will replace the identification plate on the B-pillar.	
Parts	The remedy is available and can be performed as necessary. VIN specific part.	
Vehicles Affected		
Vehicle Model Year(s)	2020-2021	
Vehicle Model	GLA and GLB	
Vehicle Populations		
Total Campaign Population	54,110	
Next Steps/Notes		
Customer Notification Timeline	Customer letters will not be mailed.	
AOMS/SOMS	AOMs – This 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. 2023100012, January 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLA and GLB (247 platform)**
Model Year 2020-2021

Replace B-pillar Identification Plate

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2020-2021 GLA and GLB (247 platform) vehicles, the identification plate on the B-pillar does not correspond to current specifications. An authorized Mercedes-Benz dealer will replace the identification plate on the B-pillar.

Prior to performing this Campaign:

- **VMI must 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 54,110 vehicles are affected.

Order No. P-SC-2023100012

Service Campaign Bulletin

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Replace B-pillar Identification Plate

i Code 494 corresponds to USA VERSION.

Work Procedure

1. Replace identification plate on B-pillar.

i Determine correct part number of identification plate in XENTRY Portal via VeDoc (**Figure 1**) and place order.

i Heat identification plate with heat gun. Remove adhesive residue of old identification plate and clean bonding area.

i Attach new identification plate over old bonding position (**Figure 2**).

The screenshot shows the XENTRY Portal VeDoc interface for a Mercedes-Benz vehicle. The 'Model plate' tab is active. The page displays various specifications:

WEIGHT SPECIFICATIONS		
	Kilograms	Pounds
Permissible total weight	2205	4861
Permissible total weight of vehicle combination		
Permissible axle load Axle 1	1165	2568
Perm. axle load, axle 2	1090	2403

WHEEL/TIRE SPECIFICATIONS		
Tires Axle 1	235/50 R19	Rim Axle 1 7.5Jx19
Tires Axle 2	235/50 R19	Rim Axle 2 7.5Jx19
		Air pressure on Axle 1 300(43)
		Air pressure on Axle 2 300(43)

ADDITIONAL INFORMATION	
EU approval number	Object no. model plate 204 817
Model designation F2B	Model year
Sales designation	Production year
Vehicle model designation 247647	Production month
Engine model designation 260920	Displacement in ccm
Plugin engine	Rated output in kW
Number of seats	Rated electrical output in kW
Low beam light bundle	Electr. rated output in kW-max
Diesel smoke coefficient	Battery capacity in Ah
Paint, bottom 149	Rated voltage in volts
Paint, top	CNO Russia
Curb weight	China model

Figure 1



Figure 2

Primary Parts Information

Qty.	Part Name	Part Number
As required (1)*	Identification plate for vehicle code 494 (USA)	A 000 817 54 04
As required (1)*	Identification plate for vehicle code 494 (USA)	A 204 817 78 20 26

* The replacement parts must be determined according to the equipment variant for the vehicle identification number via the parts process in the Xentry Portal.

i Small parts such as screws, lock nuts, sealing rings, cable ties, fluids, sealant, etc. are not listed in the parts list. The required small parts are taken into account in the budgeting.

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.)
58 917 14	02-0560	Replace identification plate on B-pillar	0.1

i **Note:** Always check Xentry Operation Time (XOT) for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.