# News Channel Update

# Vehicle Compliance & Analysis

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

### **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



# Vehicle Compliance & Analysis

Service Camp	aign Launch N	Notification	January 19, 2024				
Campaign No.:	Campaign Desc. :	Ren	lace B-pillar Identification Plate				
2023100012	21P5891714	Кер	race B pinar racinineation rate				
			r identification plate on <u>54,110</u> Model Year ("MY") 2020- and flagged in VMI as "OPEN" on <u>January</u> 19, 2024.				
		Background					
Issue	det	ermined that on certain	AG"), the manufacturer of Mercedes-Benz vehicles, has MY 2020-2021 GLA and GLB (247 platform) vehicles, 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 Affect	ed				
Vehicle Model Year(s)		20-2021					
Vehicle Model	GL/	GLA and GLB					
		Vehicle Populati	ons				
Total Campaign Population	on 54,	,110					
		Next Steps/No	tes				
Customer Notification Time	eline Cus	stomer letters will not b	e mailed.				
AOMS/SOMS	AO	Ms – This campaign may generate questions from your dealers.					
			to maintain a high level of vehicle quality and customer Assistance Center at 1-800-FOR-MERCEDES.				



Service Campaign Bulletin

Service Campaign Bulletin

## **Service Campaign Bulletin**



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

#### 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.
  - $oxed{1}$  Heat identification plate with heat gun. Remove adhesive residue of old identification plate and clean bonding area.
  - Li Attach new identification plate over old bonding position (Figure 2).

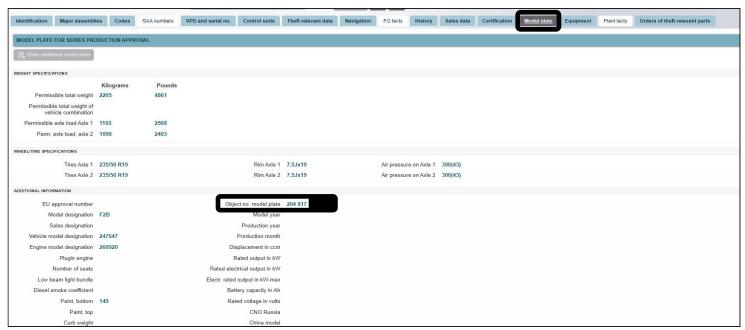


Figure 1



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

<sup>\*</sup> 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 su	ch as screws,	lock nuts,	sealing rings,	, cable ties,	fluids,	sealant,	etc. a	are not	listed in	the pa	arts lis	st. The
rec	quired small par	rts are taken i	nto accour	nt in the budge	eting.								

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

### **Warranty Information**

Damage	Operation	Description	Labor Time
Code	Number		(hrs.)
58 917 14	02-0560	Replace identification plate on B-pillar	0.1

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.