

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 Certification Label – Wave 4 MY22-25 GLE, GLS, EQB, GLA, EQE SUV, EQS SUV, and GLC (167, 243, 247, 294, 296, and 254)	DATE: June 21, 2024

IMPORTANT SERVICE CAMPAIGN LAUNCH

IMPORTANT: Please review the information in this NCU carefully. FAQs have been provided to answer the expected questions that may arise. These FAQs may be updated as necessary so always refer to NetStar-VMI for the most up to date information.

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

June 21, 2024

Campaign No. :

Campaign Desc. :

Replace B-Pillar Certification Label – Wave 4

2024060001

24P4092228

This is to notify you of the [Service Campaign Launch](#) to replace the certification label on the B-Pillar on **17,781** Model Year (“MY”) 2022-2025 GLE, GLS, EQB, GLA, EQE SUV, EQS SUV, and GLC vehicles (167, 243, 247, 294, 296, and 254) vehicles. Vehicles with correct B-Pillar labels for Wave 1 and 2 vehicles were visible and flagged in VMI as “OPEN” on **June 14, 2024**. An additional **3,234** vehicles were flagged in VMI as “OPEN” on **June 18, 2024**. An additional **5,468** vehicles will be flagged in VMI as “OPEN” on **June 21, 2024**.

Background

Issue
Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2022-2025 GLE/GLS (167 platform), EQB (243 platform), GLA (247 platform), EQE (294 platform), EQS (296 platform), and GLC (254 platform) vehicles, the B-pillar certification label might not contain the vehicle’s rim size, tire size, and cold tire inflation pressure information as required by FMVSS 110. In this case, relevant regulatory requirements might not be met. Mercedes-Benz believes this issue has no impact on vehicle safety. Mercedes-Benz intends to submit a petition to NHTSA for exemption from the notification and remedy requirements of 49 U.S.C. chapter 301, pursuant to 49 CFR Part 556, on the basis that this non-compliance is inconsequential as it relates to motor vehicle safety.

What We’re Doing
MBUSA will conduct a service campaign to remedy new vehicles in dealer inventory. An authorized Mercedes-Benz dealer will replace the certification label on the B-Pillar.

Parts
The remedy is available and can be performed as necessary.

Vehicles Affected

Vehicle Model Year(s) 2022-2025
Vehicle Model EQB, EQE SUV, EQS SUV, GLA, GLC, GLE, and GLS

Vehicle Populations

Total Campaign Population 9,079 (Updated Wave 1 and 2) + 3,234 (Wave 3) + 5,468 (Wave 4)

Next Steps/Notes

Customer Notification Timeline
Customer letters will not be mailed. Retailed vehicles are not included in this service campaign.

AOMS/SOMS
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.



Frequently Asked Questions (FAQ's)

- ❖ What vehicles are affected?
 - MY 2022-2025 GLE/GLS (167 platform), EQB (243 platform), GLA (247 platform), EQE (294 platform), EQS (296 platform), and GLC (254 platform) vehicles in Dealer Inventory.

- ❖ Are new vehicles in Dealer Inventory affected by a Stop-Sale?
 - Yes, per federal regulation, all new vehicles in dealer inventory with a recall are subject to Stop-Sale until NHTSA decides to grant the petition.

- ❖ Will there be a remedy campaign or customer letters for the affected retailed and used vehicles?
 - Not currently. MBAG intends to submit a petition to NHTSA for inconsequential noncompliance, as it relates to motor vehicle safety. While we await NHTSA's decision, only new vehicles in dealer inventory are subject to a remedy campaign.

- ❖ How will the Dealer Inventory vehicles be remedied and released from the Stop-Sale requirements?
 - Dealer inventory vehicles affected by the "Pending" Recall with the same name will be remedied by this Service Campaign. Once vehicles are remedied they may be sold. Please allow 1-2 days once the warranty claim is submitted under this Service Campaign for the Pending Recall to be removed in NetStar-VMI. After the Pending Recall has removed, the remedied vehicle can be DDR'd.

- ❖ Will the new B-Pillar certification labels be sent to dealers?
 - Yes, all affected vehicles will have the pre-printed certification label sent to dealerships automatically. Dealers should not order replacement labels since they are VIN-specific.

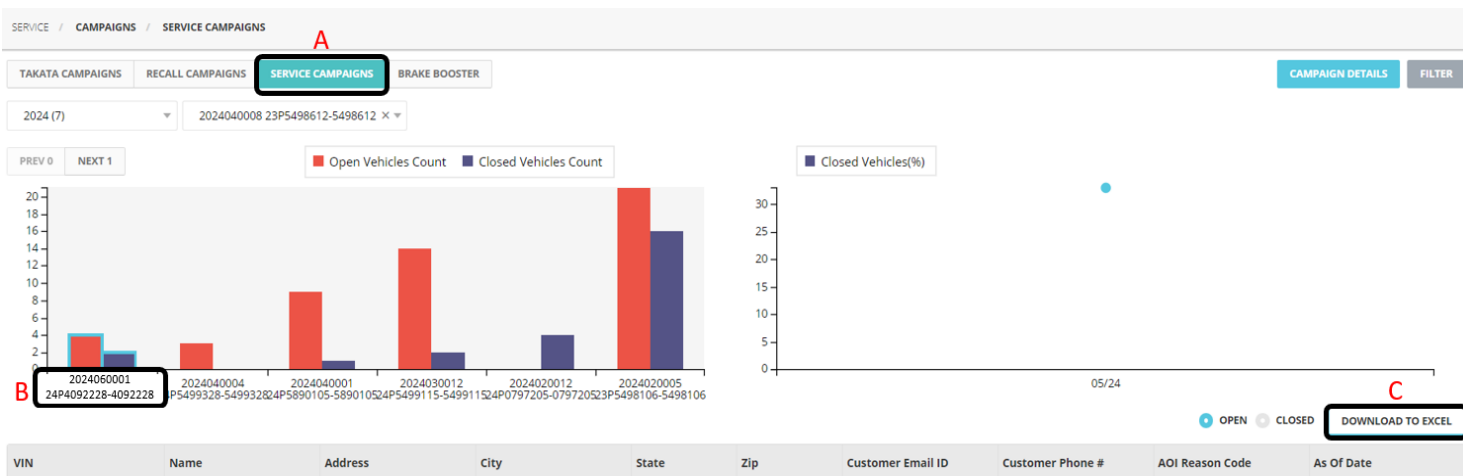
- ❖ Will dealers receive all labels in one shipment?
 - No, due to printing constraints, labels will be shipped in waves to dealers based on printing capacity and priority. Vehicles currently in dealer inventory will be prioritized first and will receive labels between June 8th and June 14th. Additional labels for vehicles in transit to dealers being provided after June 17th.

- ❖ How do I know which vehicles are included in each wave?
 - Please review Netstar-VMI. Vehicles included in a pre-defined wave will display this service campaign in "Open" status. This status confirms labels were printed and will be pushed to your dealer. For further info, please see additional FAQ below.



- ❖ What if the VIN-specific certification label is damaged/missing?
 - In case of damaged or missing certification label, the dealer will need to create a workbench case to order a replacement. Label shipment dates may be subject to change based on carrier; dealers should wait at least five business days from campaign launch before creating a workbench case.

- ❖ How can I find all vehicles affected in my inventory?
 - Vehicle list can be downloaded from the Campaign section in Netstar. Select: Service > Campaigns > Service Campaigns (A). Click campaign number 2024060001 (B) and download the “Open” list (C).
 - AOI campaign list is updated once a week on Monday.
 - Additionally VIN lists for each wave will be provided to your AOM



- ❖ How will parts be shipped to me?
 - Robbinsville Facing Dealers will receive their parts via dedicated delivery with their standard parts shipment in a marked box. All other dealers will receive labels via FedEx overnight priority.

- ❖ Will there be a punch time requirement for RO submission?
 - No punch time required for this campaign.
 - If the campaign claim is not submitted on the same day of repair, this will result in a further delay of “Pending” campaign removal.



- ❖ Vehicle was retailed before “Pending” recall date, what should I do with the extra certification label?
 - Return all extra labels to dealer-facing PDC using “SCM authorized special return in Paragon”
 - Include a note in the return packaging to indicate that the label is “extra”

- ❖ I recently had a Dealer trade what should I do with the unused certification label?
 - Return all unused labels to dealer-facing PDC using “SCM authorized special return in Paragon”
 - Include a note in the return packaging to indicate that the label is “unused due to dealer trade” along with the traded dealer code/address information

- ❖ The tire size information on the replacement certification label does not match the tire size on the vehicle’s tire sidewall markings, what should I do with the incorrect certification label?
 - Return all incorrect labels to dealer-facing PDC using “SCM authorized special return in Paragon”
 - Include a note in the return packaging to indicate that the label is “incorrect”

- ❖ What if the dealer installed an incorrect label?
 - A new service campaign will be provided along with correct labels pushed to dealers.



Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2024060001, June 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models GLE/GLS, EQB, GLA, EQE, EQS, and GLC
(167, 243, 247, 294, 296, and 254 platform)
Model Year 2022 – 2025**

Replace Certification Label on B-Pillar – Wave 3

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2022-2025 GLE/GLS (167 platform), EQB (243 platform), GLA (247 platform), EQE (294 platform), EQS (296 platform), and GLC (254 platform) vehicles, the B-pillar certification label might not contain the vehicle's rim size, tire size, and cold tire inflation pressure information as required by FMVSS 110. In this case, relevant regulatory requirements might not be met. Mercedes-Benz believes this issue has no impact on vehicle safety. Mercedes-Benz intends to submit a petition to NHTSA for exemption from the notification and remedy requirements of 49 U.S.C. chapter 301, pursuant to 49 CFR Part 556, on the basis that this non-compliance is inconsequential as it relates to motor vehicle safety. MBUSA will conduct a service campaign to remedy new vehicles in dealer inventory. An authorized Mercedes-Benz dealer will replace the certification label 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 17,781 vehicles are included.

Order No. P-SC-2024060001

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

Replace Certification Label on B-Pillar

Check Procedure

1. Check B-Pillar label TIRES (Figure 1, A) and RIM SIZE (Figure 1, B) information.

i NOTE: TIRES and RIM SIZE information should match what is installed on the vehicle.

- a. If TIRES and RIM SIZE information is **INCORRECT** (Figure 1), return label to your Dealer facing PDC.



Figure 1

- b. If TIRES and RIM SIZE information is **CORRECT** (Figure 2) continue to Check Procedure Step 2.

i Note: If the vehicle is equipped with staggered TIRES and RIM SIZE, confirm both front and rear match what is on the vehicle!



Figure 2






2. Check and verify this campaign Status is **"OPEN"** in Vehicle Mastery Inquiry (VMI)

- a. If Status is **"OPEN"**, continue to **Work Procedure**
- b. If Status is **not "OPEN"**, wait for subsequent Waves. End measure.

i Note: If you have a correct label and the vehicle status is **not "OPEN"** in VMI, the subject vehicle will be included in a subsequent wave.

Replace Certification Label on B-Pillar


Work Procedure

1. Replace identification plate on driver's side B-pillar.
 -  Lightly heat identification plate with a commercially available heat gun.
 -  Refer to **WS54.00-P-0125B** (000 588 15 84 00 Heat gun).
 -  Carefully remove identification plate with a suitable aid.
 -  Utilize long wedge (W115 589 03 59 00) or a comparable non-marring plastic wedge.
 -  Clean bonding surface with alcohol based cleaner to remove residual adhesive.
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Primary Parts Information

Qty.	Part Name	Part Number
As required (1)*	Identification plate for USA – models 167, 294, 296	A 000 817 52 04
As required (1)*	Identification plate for USA – models 243, 247, and 254	A 000 817 54 04


* Required parts will be shipped directly to your dealership and **must not be ordered**.

 **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.)
40 922 28**	12-2155**	Replace identification plate on driver's side B-pillar	0.1

** Requirement for punch times will be waived for this campaign

 **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.