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| 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: <b>Service Campaign Launch Notification</b><br><b>Replace B-Pillar Certification Label</b><br><b>MY20-24 G-Class (463 platform)</b> | DATE: July 12, 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



|  |  |   |
|--|--|---|
| <b>Service Campaign Launch Notification</b>  |  | July 12, 2024                               |
| <b>Campaign No. :</b>  | <b>Campaign Desc. :</b>  | <b>Replace B-Pillar Certification Label</b> |
| 2024060020   | 24P4092230   |   |
| <p>This is to notify you of the <a href="#">Service Campaign Launch</a> to replace the certification label on the B-Pillar on <b>613</b> Model Year (“MY”) 2020-2024 G-Class (463 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on <b>July 12, 2024</b>.</p> |  |   |
| <b>Background</b>  |  |   |
| <b>Issue</b>   | <p>Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2020-2024 G-Class (463 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 or FMVSS 120. 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.</p> |   |
| <b>What We’re Doing</b>  | <p>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.</p>  |   |
| <b>Parts</b>   | <p>The remedy is available and can be performed as necessary.</p>  |   |
| <b>Vehicles Affected</b>   |  |   |
| <b>Vehicle Model Year(s)</b>   | 2020-24  |   |
| <b>Vehicle Model</b>   | G-Class  |   |
| <b>Vehicle Populations</b>   |  |   |
| <b>Total Campaign Population</b>   | 613  |   |
| <b>Next Steps/Notes</b>  |  |   |
| <b>Customer Notification Timeline</b>  | <p>Customer letters will not be mailed. Retailed vehicles are not included in this service campaign.</p>   |   |
| <b>AOMS/SOMS</b>   | <p>AOMs – This campaign may generate questions from your dealers.</p>  |   |
| <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>   |  |   |



## Frequently Asked Questions (FAQ's)

- ❖ What vehicles are affected?
  - MY 2020-2024 G-Class (463 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 business 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?
  - Yes, labels for all affected G-class vehicles will be sent simultaneously.
  
- ❖ 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 2024060020 (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
  
- ❖ What if the dealer installed an incorrect label?
  - A new service campaign will be provided along with correct labels pushed to dealers.
  
- ❖ What I have additional questions on the label distribution process?
  - Please see the NCU titled “Service Campaign Replace B-Pillar Certification Label” posted by Parts Logistics on June 28, 2024 for detailed information on the distribution process and when to submit a PAC workbench case.



# Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2024060020, July 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model G-Class (463 platform)**  
**Model Year 2020 - 2024**

## **Replace B-Pillar Certification Label**

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2020-2024 G-Class (463 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 or FMVSS 120. 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. An authorized Mercedes-Benz dealer will replace the certification label on the B-Pillar of affected vehicles.

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 613 vehicles are affected.

Order No. P-SC-2024060020

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## Replace B-Pillar Certification Label

### 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 must match the tires and rims installed on the vehicle from factory!

- a. If TIRES and/or RIM SIZE information is **INCORRECT** (**Figure 1**), return label to your dealer-facing PDC using the “SCM authorized special return in Paragon”.



Figure 1






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

**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


## 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.

## Primary Parts Information

| Qty.             | Part Name                                       | Part Number     |
|------------------|---|-----------------|
| As required (1)* | Identification plate for <b>USA – model 463</b> | 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 30** | 12-2180**        | 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.