

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 Label MY24-25 AMG GLB 35 (247 platform)	DATE: November 8, 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		November 8, 2024
Campaign No. :	Campaign Desc. :	Replace B-Pillar Identification Label
2024100008	24P4092249	
<p>This is to notify you of the Service Campaign Launch to replace the identification label on the B-Pillar on 271 Model Year (“MY”) 2024-2025 GLB (247platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on November 8, 2024.</p>		
Background		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2024-2025 AMG GLB 35 (247 platform) vehicles, the B-pillar identification label might not contain the vehicle’s correct rear gross axle weight rating.	
What We’re Doing	An authorized Mercedes-Benz dealer will replace the identification label on the B-Pillar.	
Parts	The remedy is available and can be performed as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2024-2025	
Vehicle Model	GLB	
Vehicle Populations		
Total Campaign Population	271	
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. 2024100008, November 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model AMG GLB 35 (247 platform)**
Model Year 2024 – 2025

Replace B-Pillar Identification Label

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2024-2025 AMG GLB 35 (247 platform) vehicles, the B-pillar identification label might not contain the vehicle's correct rear gross axle weight rating. An authorized Mercedes-Benz dealer will replace the identification 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 271 vehicles are included.

Order No. P-SC-2024100008

Replace B-Pillar Identification Label

Model: 247

Work Procedure






1. Replace identification plate (**Figure 1**) 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.




Figure 1 – B-Pillar Identification Plate

Primary Parts Information


Qty.	Part Name	Part Number
As required (1)	Identification plate for USA – model 247*	A 000 817 54 04

* Follow the normal ordering process for VIN specific part.

 **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 49	12-2155	Replace information label / identification plate on driver's side 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.