

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 Rear Axle Flex Disk and Install Additional Heat Shield MY20-24 CLA and GLA (118 and 247 platform)	DATE: December 13, 2024

IMPORTANT SERVICE CAMPAIGN LAUNCH

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

Sincerely,

Gregory Gunther

Senior Manager, Vehicle Compliance & Analysis



Service Campaign Launch Notification		December 13, 2024
Campaign No. :	Campaign Desc. :	Replace Rear Axle Flex Disk and Install Additional Heat Shield
2024110007	24P4190104	
<p>This is to notify you of the Service Campaign Launch to replace the rear axle flex disk and install an additional heat shield in 3,210 Model Year (“MY”) 2020-2024 CLA and GLA (118 and 247 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on December 13, 2024.</p>		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2020-2024 CLA and GLA (118 and 247 platform) vehicles, the rear axle flex disk may not correspond to current specifications. In this case, the flex disk may have been exposed to high temperatures from the exhaust system. As a result, the connecting screws could tear loose from the flex disk, resulting in knocking noises from the rear axle.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will replace the flex disk and install an additional heat shield.	
Parts	The remedy is available and can be performed as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2020-2024	
Vehicle Model	CLA and GLA	
Vehicle Populations		
Total Campaign Population	3,210	
Next Steps/Notes		
Customer Notification Timeline	In-vehicle notifications will be pushed on December 13, 2024	
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 Care Center at 1-800-FOR-MERCEDES.</p>		



Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2024110007, December 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model CLA & GLA (118 and 247 platform)**
Model Year 2020 – 2024

Replace Rear Axle Flex Disk and Install Additional Heat Shield

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2020-2024 CLA and GLA (118 and 247 platform) vehicles, the flex disk may have been exposed to high temperatures due to the exhaust. If this is the case, then the connecting screws could tear lose from the flex disk, resulting in audible knocking noises from the rear axle. As a result, the flex disk may not correspond to current specifications. An authorized Mercedes-Benz dealer will replace the flex disk and will install an additional heat shield.

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 3,210 vehicles are affected.

Order No. P-SC-2024110007

Service Campaign Bulletin

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Service Campaign Bulletin

Replace Rear-Axle Flex Disk; Install Additional Heat Shield

Models: 118, 177, and 247

Work Procedure

1. Remove the rear underfloor paneling and center lower engine compartment lining.
2. Replace the flex disk between the drive shaft and rear-axle differential.

i For basic data, see AR41.10-P-0050MFA.

3. Install an additional screening plate.

3.1 Remove the existing heat shield. The old heat shield is no longer required.

i To do so, remove the 3 hexalobular bolts (**Figure 1, A**) and 2 electrical harness retaining clamps (**Figure 1, B**).

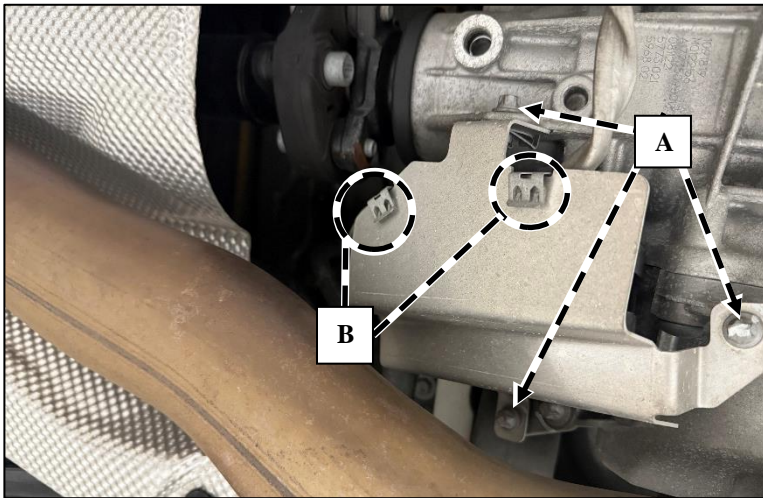


Figure 1

i The new heat shield is comprised of two pieces. First, install the bigger metal sheet – which has the two sheet metal nuts – in the same place as where the old one was installed. To do so, use three new N 910143 006000 screws.

3.2 Next, reattach the 2 electrical wiring harness retaining clamps (**Figure 2, B**).

i Important: During attachment, make sure that the electrical wiring harness is above the cover sheet.

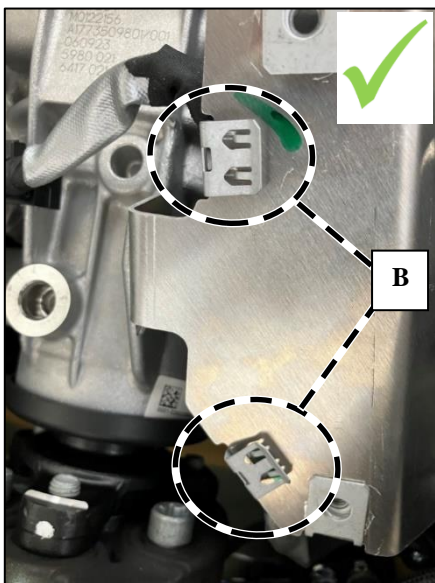


Figure 1

3.3 Install the additional heat shield cover.

i Mount the heat shield on the sheet metal nuts for the new cover sheet using the two N 910143 006001 hexalobular bolts (**Figure 3**).

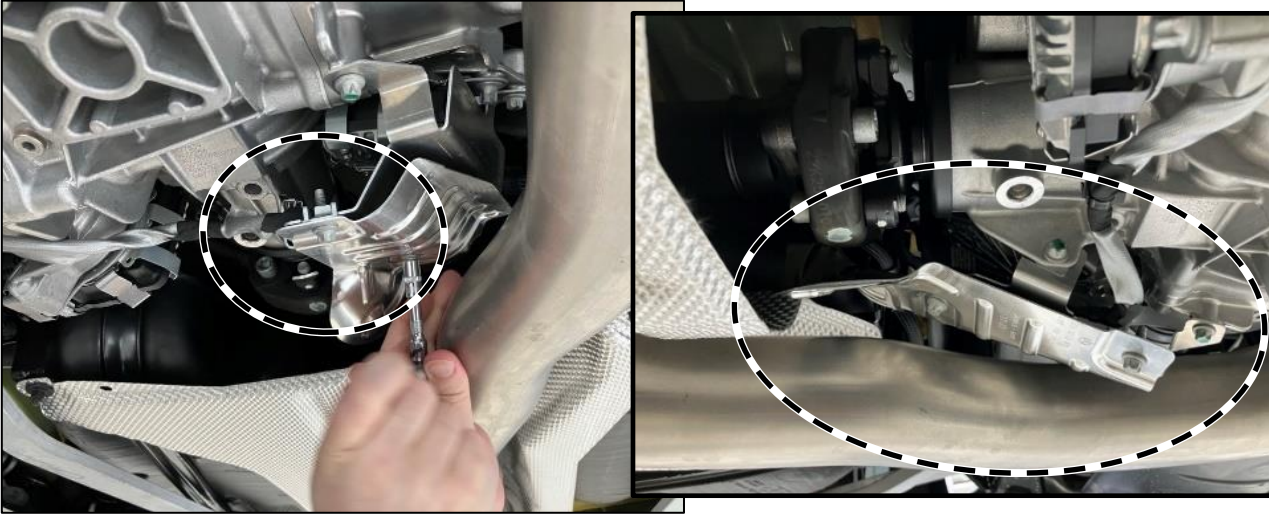


Figure 2

4. Assemble in the reverse order.

Primary Parts Information

Qty.	Part Name	Part Number
1	Heat shield	A 177 682 08 02
1	Holder	A 177 680 14 08
3	Hexalobular bolt M6x12	N 910143 006000
2	Hexalobular bolt M6x16	N 910143 006001
1	Flex disk	A 247 410 48 00
6	Hexalobular bolt M10x45	N 000000 004138

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.)
41 901 04	12-2192	Replace rear-axle flex disk; install additional heat shield INCLUDES: Remove/install center and rear underfloor paneling; remove/install propeller shaft; install additional heat shield	3.0

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.