

ATTENTION: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers & Parts Managers

Service Campaign Notification

August 1, 2025

Campaign #	Description	Retrofit Heat Shield on Integral Carrier
2025070007	25P4990104	

Campaign Details

Total Population	5,810	Model(s)/ Platform(s)	CLA, GLA, GLB (118, 247 platforms)
Model Year(s)	2024		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain subject vehicles, a heat shield might not have been installed on the integral carrier. As a result, the integral carrier may be subjected to increased temperatures, negatively affecting its corrosion resistance.		
Remedy	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will inspect integral carrier and install a heat shield, if necessary.		
Launch Date	Affected VINs will be flagged as "OPEN" in VMI on Friday, August 1, 2025.		
Warranty Claim Notice	Please note the campaign will close after the warranty claim has been submitted. This change can take at least one-day to reflect in NetStar VMI.		

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.



Service Campaign Bulletin



Mercedes-Benz

August 2025

TO: ALL MERCEDES-BENZ CENTERS

CAMPAIGN NO.	2025070007
CAMPAIGN DESC.	25P4990104
SUBJECT	Retrofit Heat Shield on Integral Carrier
MODEL(S)	CLA, GLA and GLB (118 and 247 platform)
MODEL YEAR(S)	2024
CAMPAIGN POPULATION	5,810

Campaign Technical Instructions

Prior to performing this Campaign:

Check the Vehicle Master Inquiry (VMI) to verify this campaign applies to the specific vehicle.

Always check for other open campaigns and perform them accordingly!

Review the entire campaign bulletin first, and perform the procedures exactly as described.

Order No. P-SC-2025070007

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin



Service Campaign Bulletin

Service Campaign Bulletin

Primary Parts Information

Qty.	Part Name	Part Number
1	Heat shield	A 177 682 47 01

Additional Repair Information

Operation Step	Document Number
Step 1 	AR00.60-P-1006A
Step 2 	BA49.10-P-1007-02Q

Procedure Overview

Retrofitting heat shield (Figure 1, A) onto the exhaust system integral carrier.

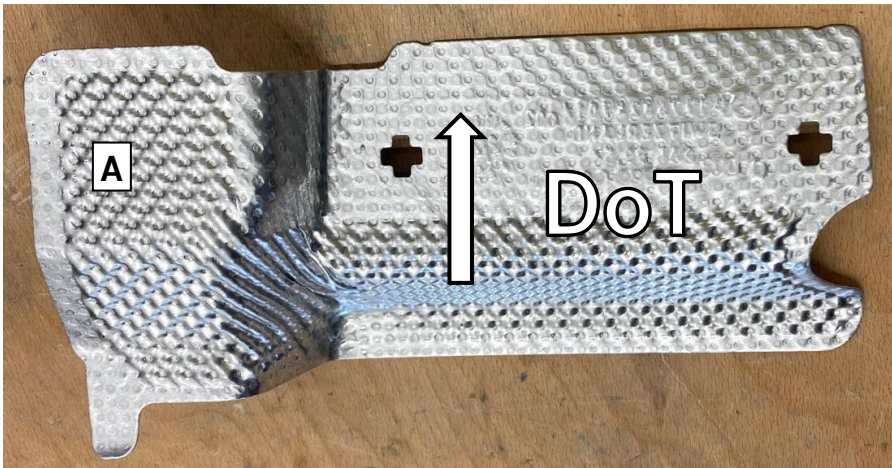


Figure 1 – DoT = Direction of travel (installation position)

Work Procedure

1. Lift vehicle with vehicle lift (AR00.60-P-1006A).
2. Unscrew nuts (Figure 2, B) from the exhaust system holder (Figure 2, C) on the integral carrier (Figure 2, D).

Hm Installation (Figure 2, B): Tightening torque 24 Nm!

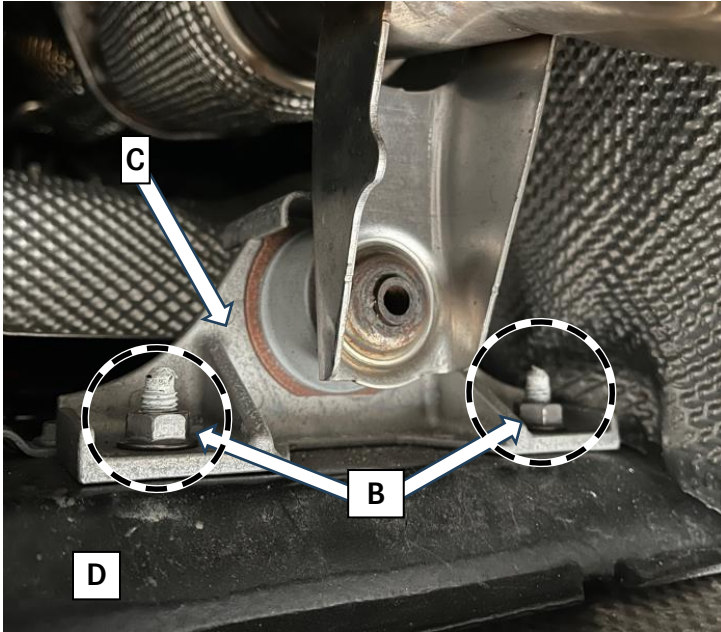


Figure 2

3. Gently lift the exhaust system with holder (Figure 3, C) in the direction of travel.

i Only lift far enough (Figure 3, DoT) so the heat shield (Figure 1, A) can slide over the integral carrier studs (Figure 3, D). Otherwise, there is a risk of damaging the exhaust system!

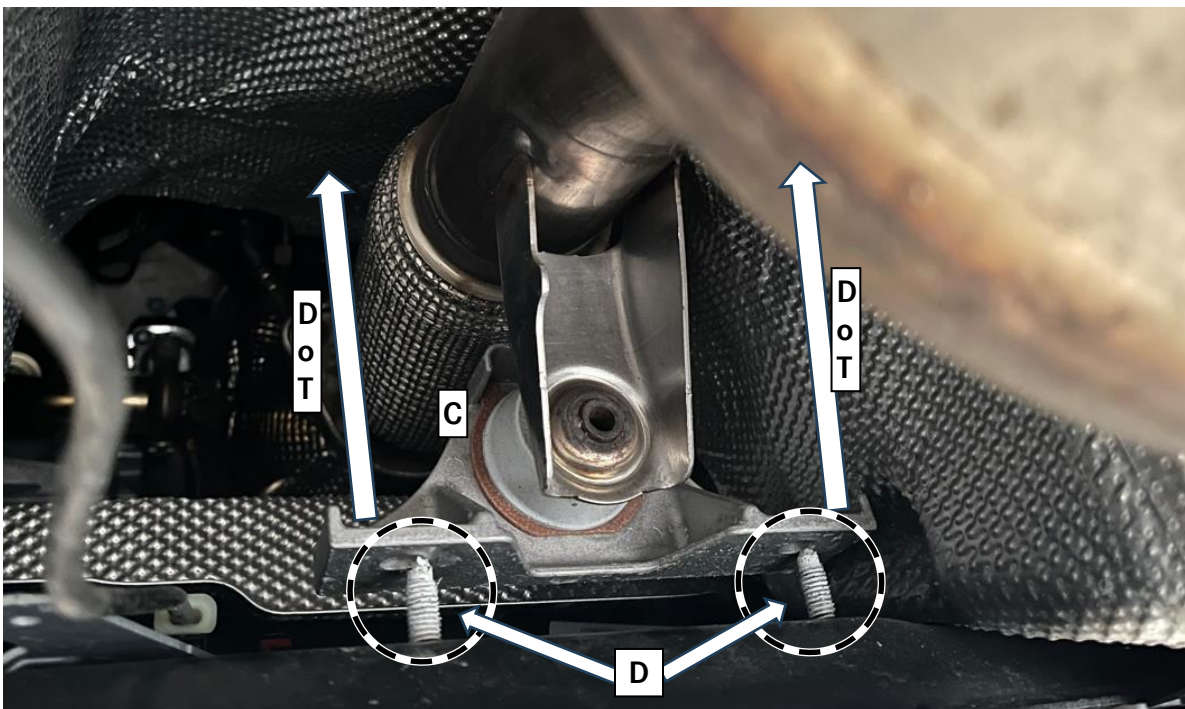


Figure 3

4. Position heat shield (Figure 4, A) in the correct installation position on the integral carrier studs and lower the exhaust system holder (Figure 4, C) back onto the heat shield.

i Heat shield (Figure 4, A) is correctly mounted if it is **between** the exhaust system holder (Figure 4, C) and the integral carrier (D, figure 4).

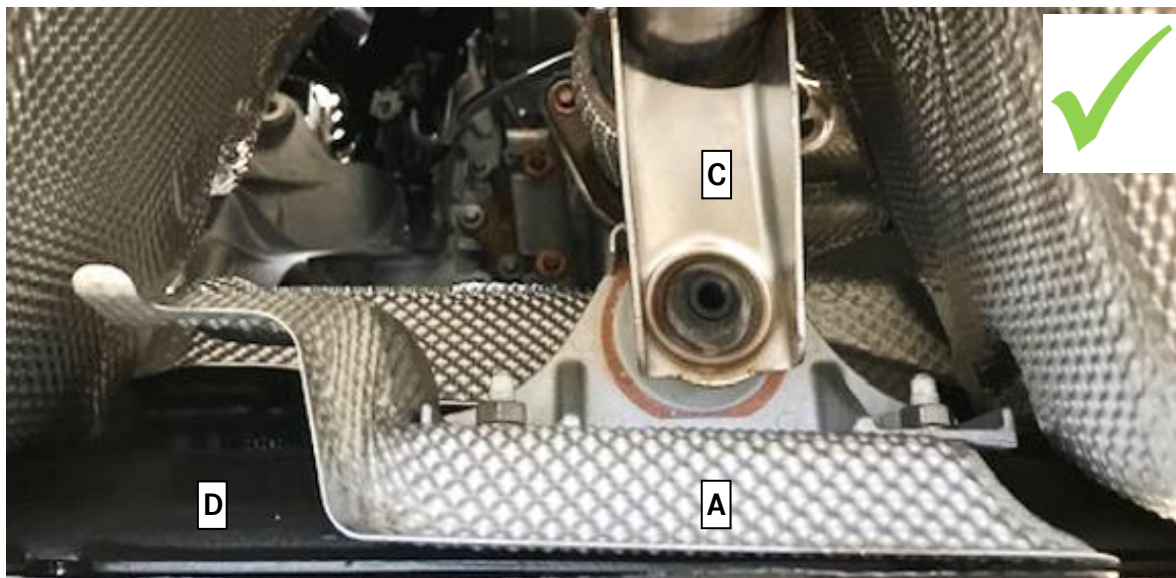


Figure 4

5. Assemble in reverse order.

Warranty Information

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

Damage Code	Operation Number	Description	Labor Time (hrs.)
49 901 04	11-1518	Retrofit heat shield on integral carrier Includes: Raise/lower vehicle with vehicle lift	0.3

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.