

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

FROM: Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services

RE: **Service Campaign 2020100013 Launch Notification**
Install Anti-slip Mat
MY20 247(GLB-Class)

Date: January 8, 2021

IMPORTANT NEW SERVICE CAMPAIGN LAUNCH INFORMATION

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES.

Sincerely,

Gregory Gunther

Department Manager, Vehicle Compliance & Analysis



Campaign No. :	Campaign Desc. :	Install Anti-slip Mat
2020100013	20P5898009	
This is to notify you of a Service Campaign launch to install an anti-slip mat in 3,284 Model Year ("MY") 2020 GLB-Class (247 platform) vehicles. Affected VINs will be flagged in VMI as "OPEN" on January 8, 2021 .		
Background		
Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain Model Year ("MY") 2020 GLB-Class (247 platform), the anti-slip mat (reversible mat) was not included during the production process.	
What We're Doing	MBUSA will conduct a Service Campaign. An authorized Mercedes-Benz dealer will install the anti-slip mat into the vehicle.	
Parts	Parts are available and can be ordered as necessary.	
Vehicle Model Year(s)	2020	
Vehicle Model	GLB-Class	
Vehicle Populations		
Total Campaign Population	3,284	
Next Steps/Notes		
AOMS/SOMS	AOMs - This Service 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.		



Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2020100013, January 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLB-Class (247 Platform)**
Model Year 2020

Place in Anti-slip Mat

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain Model Year ("MY") 2020 GLB-Class (247 Platform), the anti-slip mat (reversible mat) was not included during the production process. An authorized Mercedes-Benz dealer will install the anti-slip mat into the vehicle.

Prior to performing this Campaign:

- **VMI must always 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 3,284 vehicle is affected.

Order No. P-SC-2020100013

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

Service Campaign Bulletin

Work procedure

1. Place in anti-slip mat (reversible mat) (number 50, Figure 1).

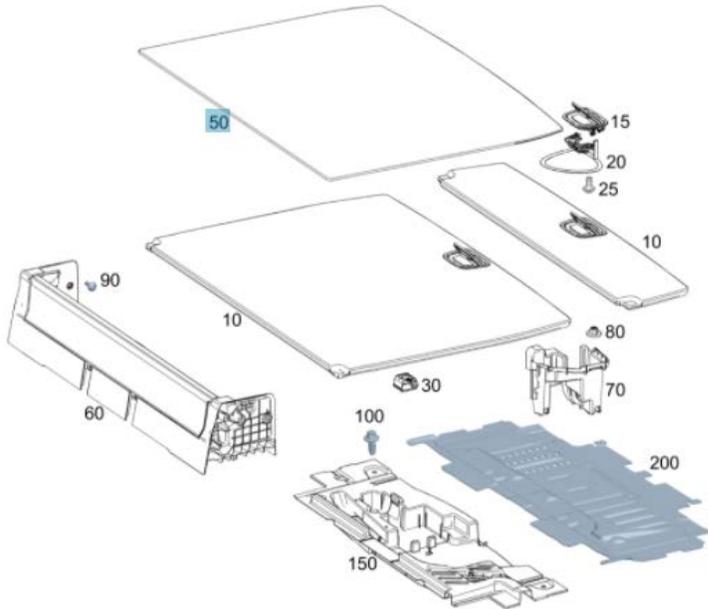


Figure 1

Primary Parts Information

Qty.	Part Name	Part Number
1	Anti-slip mat (reversible mat)	A 247 684 16 00

Warranty Information

Operation: Place in anti-slip mat (02-1704)

Damage Code	Operation Number	Labor Time (hrs.)
58 980 09 7	02-1704	0.1

Note

Operation Number labor times are subject to change.