

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 2020120009 Launch Notification](#)
Rework Towing Eye
MY20 247 (GLB-Class)

Date: March 5, 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. :	Rework Towing Eye
2020120009	20P5890103	
<p>This is to notify you of a Service Campaign launch to rework the towing eye storage compartment and to install a new towing eye on 558 Model Year ("MY") 2020 GLB-Class (247 platform) vehicles. Affected VINs will be flagged in VMI as "OPEN" on March 5, 2021.</p>		
Background		
Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain MY 2020 GLB-Class (247 platform) vehicles, the towing eye storage compartment does not meet specification, and the towing eye may be missing.	
What We're Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will rework the towing eye storage compartment on the affected vehicles by shortening the retaining rib and install a new towing eye.	
Parts	Parts are available and can be ordered as necessary.	
Vehicle Model Year(s)	2020	
Vehicle Model	GLB-Class	
Vehicle Populations		
Total Campaign Population	558	
Next Steps/Notes		
AOMS/SOMS	AOMs - This Service 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. 2020120009, March 2021

TO: MERCEDES-BENZ CENTERS

SUBJECT: **Model GLB-Class (247 platform)**
Model Year 2020
Rework Towing Eye

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain MY 2020 GLB-Class (247 platform) vehicles, the towing eye storage compartment does not meet specification, and the towing eye may be missing. An authorized Mercedes-Benz dealer will rework the towing eye storage compartment on the affected vehicles by shortening the retaining rib and install a new towing eye.

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.

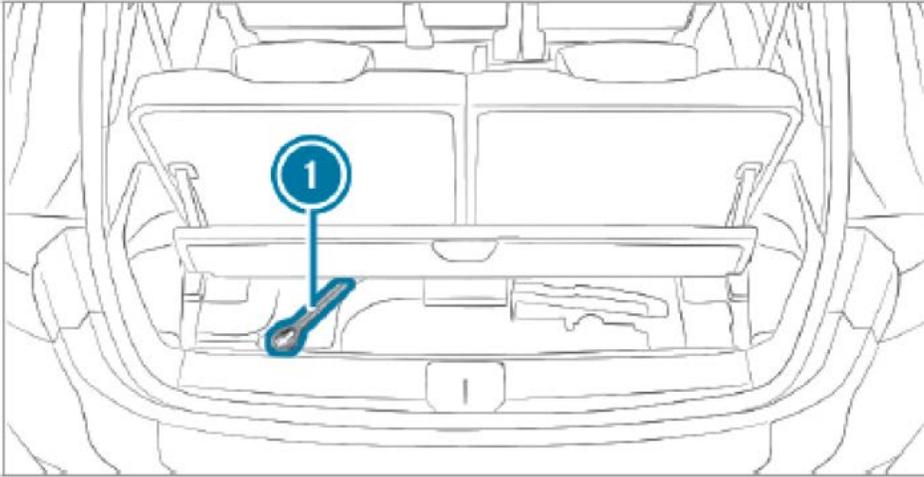
Approximately 558 vehicle is affected.

Order No. P-SC-2020120009

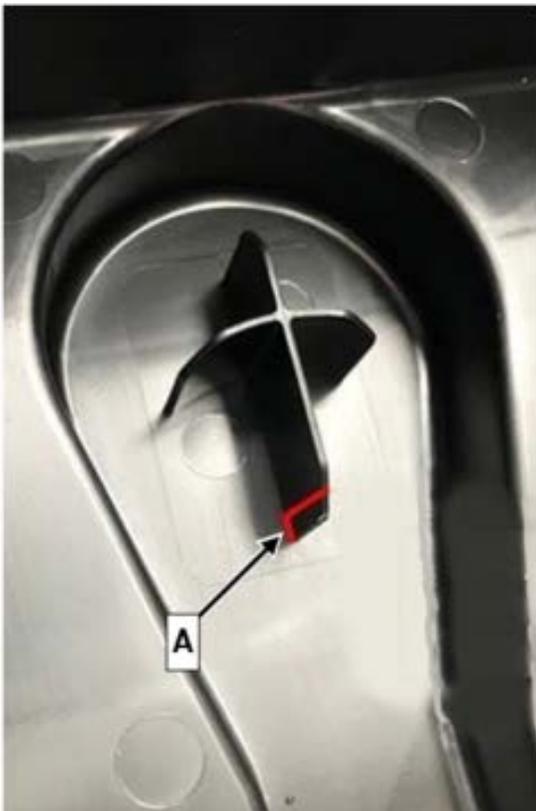
This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

Work procedure

1. Locate towing eye storage under the cargo compartment floor. **(Figure 1)**

**Figure 1**

2. Shorten retaining rib **(A, figure 2)** in the stowage compartment of the towing eye, as shown in red, by 3 mm.
3. Place new towing eye **(B, figure 3)** into stowage compartment.

**Figure 2****Figure 3**

Primary Parts Information

Qty.	Part Name	Part Number
1	Towing eye	A 222 315 00 00

Warranty Information

Operation: Rework for stowage compartment of towing eye, replace towing eye (02-1871)

Damage Code	Operation Number	Labor Time (hrs.)
58 901 03 7	02-1871	0.1

i Note

Operation Number labor times are subject to change.