

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 Launch Notification Replace Certification Label (Identification Plate) on B-Pillar MY21 247 (GLA-Class, GLB-Class)	DATE: August 6 th , 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



Service Campaign Launch Notification		August 6, 2021
Campaign No. :	Campaign Desc. :	Replace Certification Label (Identification Plate) on B- Pillar
2021070014	21P5891013	
<p>This is to notify you of the Service Campaign Launch to replace the Certification Label (Identification Plate) on the B-pillar in 143 Model Year (“MY”) 2021 GLA-Class and GLB-Class (247 platform) AMG vehicles only. The vehicles will be visible and flagged in VMI as “OPEN” on August 6th,2021.</p>		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain MY 2021 GLA-Class and GLB-Class (247 platform) AMG vehicles only, the Certification Label (Identification Plate) on the B-pillar may not correspond to the internal specifications. It is therefore possible that the label may not display the respective designation as Passenger Car (PC).	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will replace the B-Pillar Certification Label (Identification Plate) on the affected vehicles.	
Parts	The Remedy is available and can be performed as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2021	
Vehicle Model	GLA-Class and GLB-Class AMG vehicles	
Vehicle Populations		
Total Campaign Population	143	
Next Steps/Notes		
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. 2021070014, August 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model AMG GLA-Class and AMG GLB-Class (247 platform)**
Model year 2021

Replace Certification Label (Identification Plate) on B- Pillar

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain MY 2021 GLA-Class and GLB-Class (247 platform) AMG vehicles only, the Certification Label (Identification Plate) on the B-pillar may not correspond to the internal specifications. It is therefore possible that the label may not display the respective designation as Passenger Car (PC). MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will replace the B-Pillar Certification Label (Identification Plate) on the affected vehicles.

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 143 vehicles are affected.

Order No. P-SC-2021070014

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

Replace identification plate on B-pillar

Model 247

Work procedure

1. Remove identification plate on B-pillar.
i Heat identification plate with heat gun. Remove residual adhesive of old identification plate and clean bonding surface.
2. Attach new identification plate – see example below (**Figure 1**) in old bonding position. The new plates will state passenger car.



Primary Parts Information

Qty.	Part Name	Part Number
1	USA identification plate	A 000 817 47 04

* The replacement parts must be determined according to the equipment variant for the chassis number via the parts job in the Xentry Portal.

i **Note:**

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

Warranty Information

Operation: (02-0560) Replace information label

Damage Code	Operation Number	Labor Time (hrs.)
58 910 13	02-0560	0.1

i **Note**

Always check ASRA for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.