

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 Rework Upper Hinge of Left and Right Rear Door MY20 A-Class and GLB-Class (177 and 247 platform)	DATE: September 30, 2022

IMPORTANT SERVICE CAMPAIGN LAUNCH

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

Sincerely,

Gregory Gunther

Department Manager, Vehicle Compliance & Analysis



Service Campaign Launch Notification		September 30, 2022
Campaign No. :	Campaign Desc. :	Rework Upper Hinge of Left and Right Rear Door
2022070018	22P7390007	
<p>This is to notify you of the Service Campaign Launch to rework the upper hinge of the B-pillar on the rear left and right doors in 4,100 Model Year (“MY”) 2020 A-Class and GLB-Class (177 and 247 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on September 30, 2022.</p>		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that in certain MY 2020 A-Class and GLB-Class (177 and 247 platform) vehicles, the contact surface of the upper hinges to the B-pillar on the right and left rear doors may have been arched. As a result, water could intrude into the gap between the B-pillar and door hinge, which may result in corrosion.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will rework the upper hinges of the B-pillar on the left and right rear doors.	
Parts	The remedy is available and can be performed as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2020	
Vehicle Model	A-Class and GLB-Class	
Vehicle Populations		
Total Campaign Population	4,100	
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 (1-800-367-6372).</p>		



Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2022070018, September 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model A-Class and GLB-Class (177 and 247 platform)**
Model Year 2020

Rework upper hinge of left and right rear door

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that in certain MY 2020 A-Class and GLB-Class (177 and 247 platform) vehicles, the contact surface of the upper hinges to the B-pillar on the right and left rear doors may have been arched. As a result, water could intrude into the gap between the B-pillar and door hinge, which may result in corrosion. An authorized Mercedes-Benz dealer will rework the upper hinges of the B-pillar on the left and right rear doors.

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 4,100 vehicles are affected.

Order No. P-SC-2022070018

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

Service Campaign Bulletin

Rework upper hinge of left and right rear door

Work Procedure

i The sequence of operation steps **must** be complied with to ensure the flash-off phase of the transparent bonding agent/primer!

1. Clean upper hinge of left rear door on B-pillar (**Figures 1 and 2**).
2. Apply transparent bonding agent/primer in area of transition from B-pillar to upper hinge of left rear door (**Figures 1 and 2**).
3. Clean upper hinge of right rear door on B-pillar (**Figures 1 and 2**).
4. Apply transparent bonding agent/primer in area of transition from B-pillar to upper hinge of right rear door (**Figures 1 and 2**).
5. Apply transparent seam seal thinly in area of transition from B-pillar to upper hinge of left rear door (**Figures 1 and 2**).
i Excess seam seal must be removed!
6. Apply transparent seam seal thinly in area of transition from B-pillar to upper hinge of right rear door (**Figures 1 and 2**).
i Excess seam seal must be removed!

i **Figure 1** shows the view with opened front door and closed rear door!

i **Figure 2** shows the view with opened front and rear doors!



Figure 1

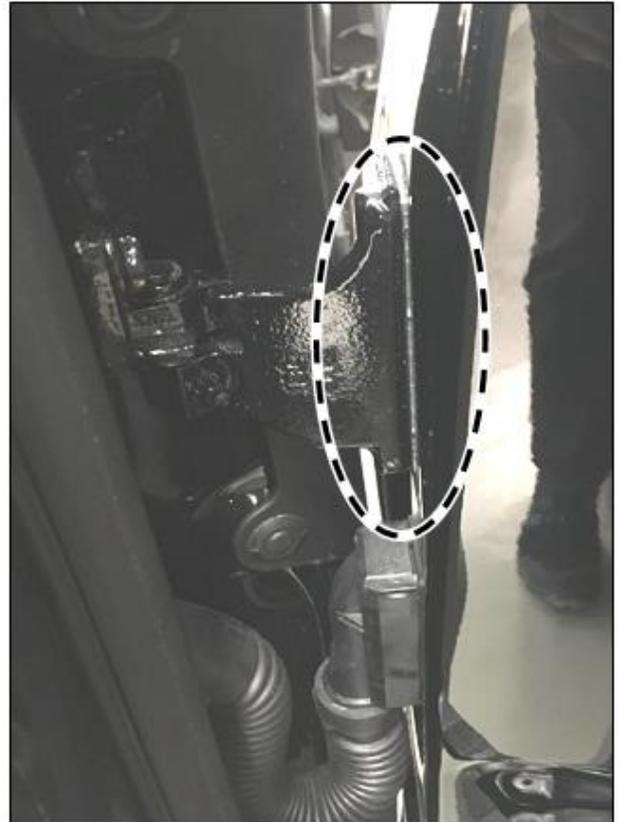


Figure 2

Primary Parts Information

Qty.	Part Name	Part Number
1*	Primer/cleaner	A 000 989 31 00
1*	Seam seal	A 000 989 32 00 09

* One container can be used for approx. 5 vehicles!

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.)
73 900 07	02-0346	Rework upper hinge of left and right rear door	0.4

* Invoice operation item only once for each workshop order.

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.