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Service

newschannel update

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: Recall Campaign Launch Notification Check Rear Tailgate Spoiler, Rework if Necessary MY19 213 (E-Class Wagon)	DATE: December 13, 2018

IMPORTANT RECALL CAMPAIGN INFORMATION





RECALL CAMPAIGN LAUNCH NOTIFICATION

December 13, 2018

Campaign No.:	NHTSA ID	Campaign Desc.:	Check Rear Tailgate Spoiler, Rework if Necessary
2018120002	18V849	18P8892101	
<p>This is to notify you of a new Recall Campaign regarding the rear tailgate spoiler on 16 Model Year (“MY”) 2019 E-Class Wagon (213 platform) vehicles. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as “OPEN” on December 14, 2018.</p>			
Background			
Issue	Daimler AG (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2019 E-Class Station Wagon vehicles (213 platform), the spoiler on the tailgate may not have been fastened according to current production specification. At higher speeds, the spoiler might completely detach from the vehicle, increasing the risk of a crash for following traffic.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the fastening of the tailgate spoiler, and rework, if necessary.		
Parts	Parts are available and can be ordered as necessary.		
Vehicles Affected			
Vehicle Model Year(s)	2019		
Vehicle Model	E-Class Wagon		
Vehicle Populations			
Total Recall Population	16		
Total Vehicles in Dealer Inventory	12		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY19 E-Class vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Once the remedy is available, the vehicles will be flagged as “OPEN” and Work Instructions will be available in Star TekInfo Once the repair is complete, the vehicle may be sold or leased.</p> <p style="text-align: center;">Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p> <p>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY19 E-Class vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed approximately one week after the remedy becomes available.		
AOMS/SOMS	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
Rental Fleet Partners	This recall may affect vehicles in your fleet. Please contact your respective MBUSA fleet representative for further information and next steps. For repairs, please contact your preferred MBUSA dealer.		
<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>			



Mercedes-Benz

Campaign No. 2018120002, December 2018

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model E-Class Station Wagon vehicles (213 platform)**
Model Year 2019
Check threaded connection of roof spoiler, rework if necessary

Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2019 E-Class Station Wagon vehicles (213 platform), the spoiler on the tailgate may not have been fastened according to current production specification. At higher speeds, the spoiler might completely detach from the vehicle, increasing the risk of a crash for following traffic. An authorized Mercedes-Benz dealer will check the fastening of the tailgate spoiler, and rework, if necessary.

Prior to performing this Recall Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired.
- Please review the entire Recall Campaign bulletin and follow the repair procedure exactly as described.

Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 16 vehicles are involved.

Order No. P-RC-2018120002

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.

Procedure

1. Remove top lift-gate trim.
 - i** For basic data, see **AR72.20-P-6631LWS**.
2. Check to see if the mounting nuts of the roof spoiler are present (**Figure 1**).



Figure 1

- a. If the mounting nuts are **not** present: Perform **work procedure**.
- b. If the mounting nuts are **present**: **End measure**.

i The findings from the check/test procedure must be recorded on the work order.

Work procedure

1. Install missing mounting nuts of the roof spoiler.

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
As required	Nut-and-washer assembly	A 002 990 36 50	1%

Warranty Information**With check**

Operation: Check roof spoiler (02-2742)

Damage Code	Operation Number	Labor Time (hrs.)
88 921 01 8	02-2742	0.5

With check and replace

Operation: Check roof spoiler (02-2742)
Rework roof spoiler (02-2743)

Damage Code	Operation Number	Labor Time (hrs.)
88 921 01 7	02-2742	0.5
	02-2743	0.1

i Note

Operation Number labor times are subject to change.