

Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2025010008, February 2025

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model E-Class (238 platform)**
Model Year 2018 – 2019

Check Pirelli Tires

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY18-19 E-Class Coupe/Cabriolet (238 platform) vehicles, the maximum permissible inflation pressure on the original equipment tires was marked incorrectly. The tires were designed and engineered as having a maximum inflation pressure of 350 kPa (51 PSI), for which the tires meet regulatory requirements, but were marked as having a maximum permissible inflation pressure of 340 kPa (50 PSI). The tires therefore do not comply with FMVSS 139, S5.5(c), which requires that tires be marked with the correct maximum permissible inflation pressure. Additionally, due to the mislabeling, the tires were subject to a different strength requirement under FMVSS 109, which the tires were not designed to satisfy. An authorized Mercedes-Benz dealer will check the tires on the potentially affected vehicles and replace them if necessary.

Prior to performing this Campaign:

- VMI must 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 165 vehicles are affected.

Order No. P-RC-2025010008

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Check Pirelli Tires

Model: 238

Check/Inspect Procedure

1. Check if the vehicle is fitted with the affected **Pirelli** tires, model **Cinturato P7**, dimension **245/45 R18 100Y XL MOE** and that the maximum pressure specified on the side wall of the tire is **340 kPa (50 PSI)**.

i The affected DOT date code (**Figure 1**) range is **1417 – 0619** (14th Week of 2017 – 06th Week of 2019).
Tires outside the affected range do not need to be replaced!



Figure 1 – example of DOT date code

i It is possible that all tires are affected, or that mixed tires are installed on the vehicle.

NOTE: If a single tire is affected on an axle, both tires on that axle must be replaced!

- a. If the above-mentioned tires have a **340 kPa (50 PSI)** (**Figure 2**) inscription on the side wall: Perform **Work Procedure**.
- b. If the above-mentioned tires have a **350 kPa (51 PSI)** (**Figure 3**) inscription on the side wall: Do **not replace** tires and **End Measure**.

i Document **Check/Inspect Procedure** with informative pictures of the affected tire DOT date code and kPa inscription on the side wall and include this with the workshop order!

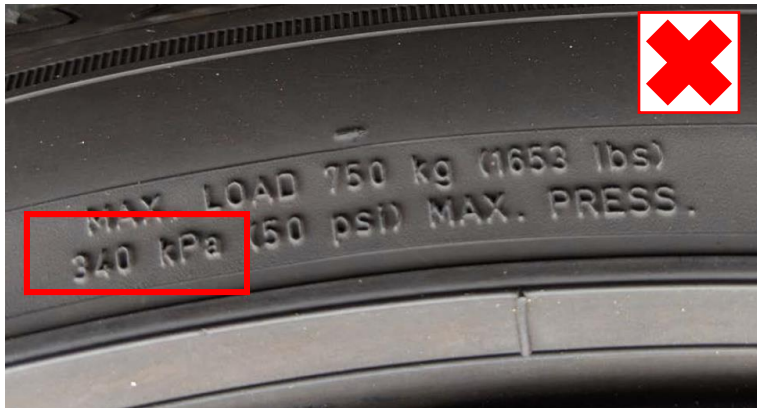


Figure 2 – Not OK specified pressure (340 kPa)

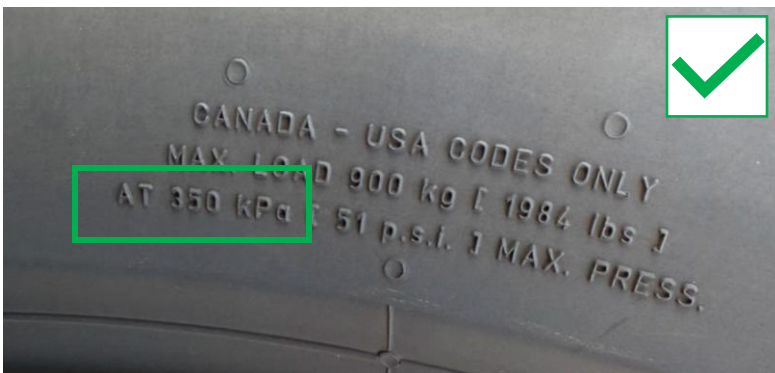


Figure 3 – OK specified pressure (350 kPa)

Work Procedure

2. All tires with dimension 245/45 R18 100Y XL MOE **with** inscription **340 kPa (50 PSI)** on the side wall **are to be replaced**.

i For basic data, see AR40.10-P-1030EW.

i Render the affected tires unusable! Dispose of disassembled tires, valves, and balance weights properly. For this purpose, observe applicable legal requirements of the country.

Primary Parts Information

Qty.	Part Name	Part Number
As required*	Run-flat tires	-

* **Order Pirelli - Cinturato P7 - 245/45 R18 100Y XL MOE tires!**

i Order tires through the Dealer Tire Program. Balance weights are to be used as required and are included in the budget.

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

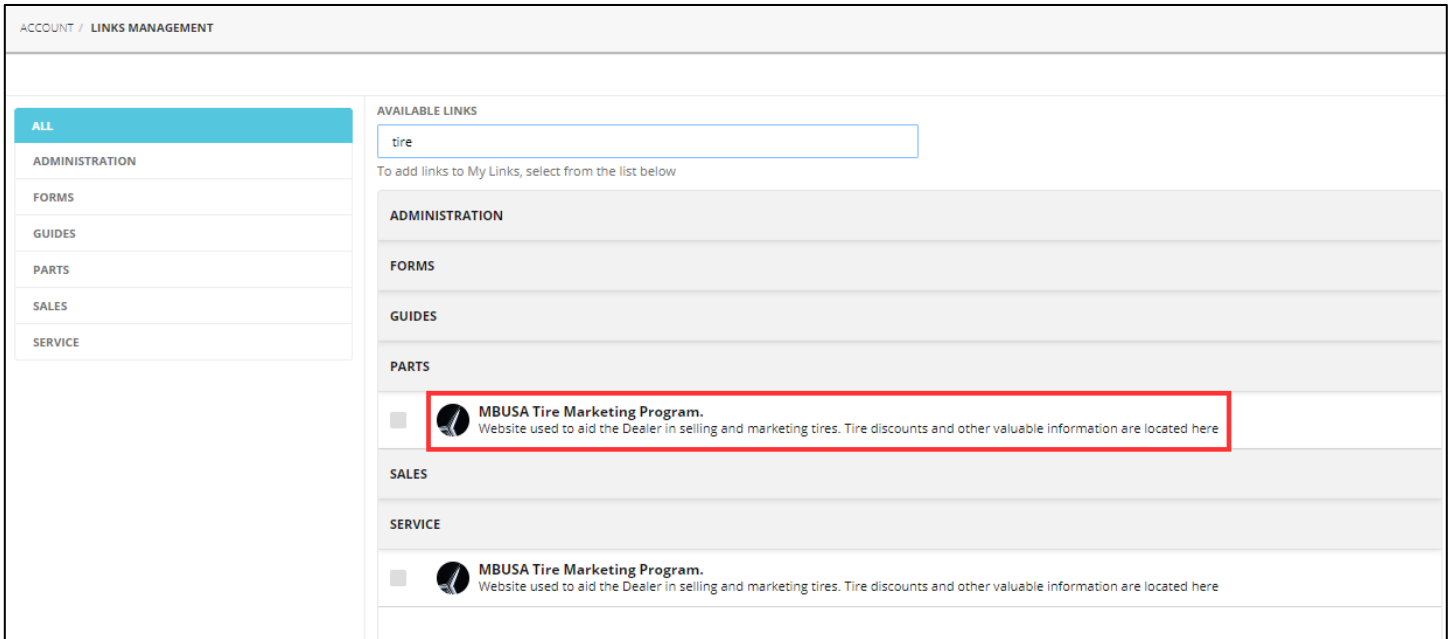
Damage Code	Operation Number	Description	Labor Time (hrs.)
40 922 13	12-2348*	Check all tires	0.1
	12-2349**	Replace 2 tires (after check) Includes: Remove/install 2 wheel and tire assemblies. Extra work for removal/install with wheel lift dolly; replace 2 run-flat tires; balance 2 wheel and tire assemblies; glue balance weights onto rim; activate tire pressure monitoring system (TPM)	1.5
	12-2350**	Replace 4 tires (after check) Includes: Remove/install 4 wheel and tire assemblies. Extra work for removal/install with wheel lift dolly; replace 4 run-flat tires; balance 4 wheel and tire assemblies; glue balance weights onto rim; activate tire pressure monitoring system (TPM)	2.3

* Claim operation item following normal MBUSA Warranty Recall Campaign process.

** Select operation item to match total tires replaced. Reference instructions below to claim **Tires** and **Labor** for warranty through the MBUSA Tire Marketing Program.

i **Note:** Always check Xentry Operation Time (XOT) for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.

1. Visit NetStar, select  “My Link” next to your name, then select “SEE ALL” at the bottom.
2. Search “Tire” and select “MBUSA Tire Marketing Program”:



ACCOUNT / LINKS MANAGEMENT

AVAILABLE LINKS

tire

To add links to My Links, select from the list below

ADMINISTRATION


FORMS


GUIDES


PARTS

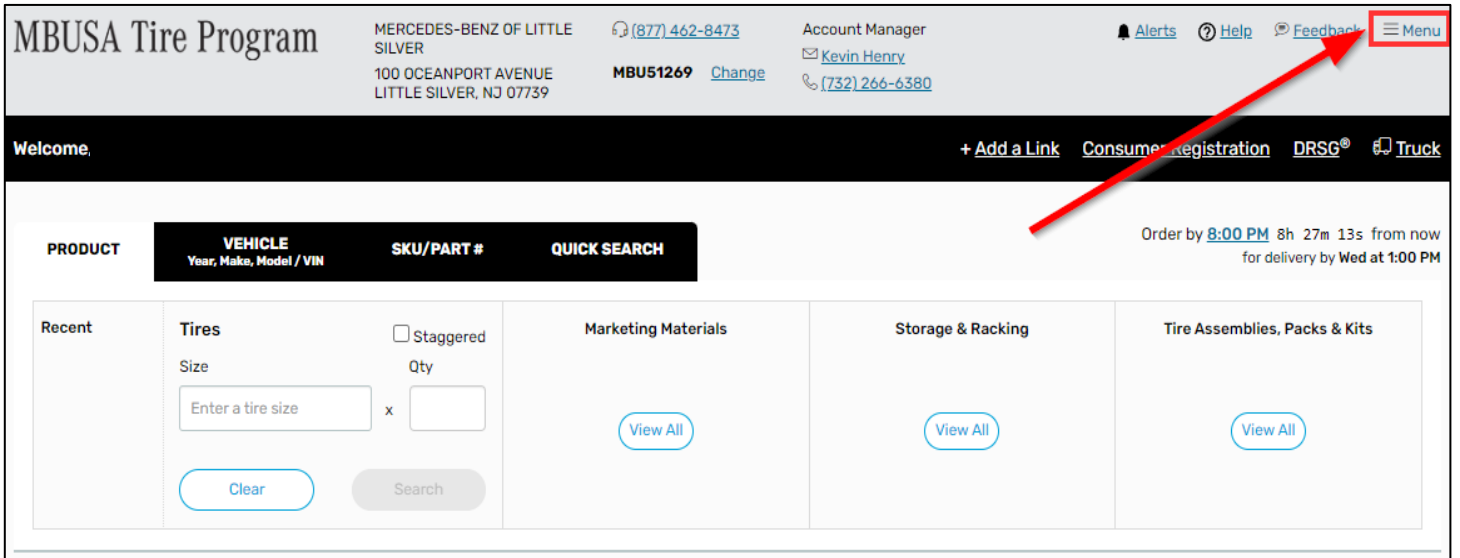
SALES

SERVICE

 **MBUSA Tire Marketing Program.**
Website used to aid the Dealer in selling and marketing tires. Tire discounts and other valuable information are located here

 **MBUSA Tire Marketing Program.**
Website used to aid the Dealer in selling and marketing tires. Tire discounts and other valuable information are located here

3. In the MBUSA Tire Program application, select  Menu in the upper right-hand corner:



MBUSA Tire Program

MERCEDES-BENZ OF LITTLE SILVER
100 OCEANPORT AVENUE
LITTLE SILVER, NJ 07739

(877) 462-8473
MBU51269 [Change](#)

Account Manager
Kevin Henry
(732) 266-6380

Alerts Help Feedback **Menu**

Welcome, + Add a Link Consumer Registration DRSG® Truck

Order by **8:00 PM** 8h 27m 13s from now for delivery by Wed at 1:00 PM

PRODUCT VEHICLE Year, Make, Model / VIN SKU/PART # QUICK SEARCH

Recent Tires Staggered Qty
Size Enter a tire size x

Marketing Materials

Storage & Racking

Tire Assemblies, Packs & Kits

4. Select "Product Support Hub":

The screenshot shows a web application interface. At the top, there's a navigation bar with links like '+ Add a Link', 'Consumer Registration', 'DRSG', and 'Home'. Below this is a search area with 'VEHICLE' and 'SKU/PART #' tabs. A sidebar on the right contains a menu with categories: 'SELL To Your Customers', 'ORDER from MBUSA Tire Program', 'SERVICE After the Sale', and 'ABOUT the Program'. Under 'SERVICE After the Sale', the 'Product Support Hub' link is highlighted with a red box and a red arrow points to it.

5. Select "Pirelli Recall" and continue to submit Claim:

The screenshot shows a page titled 'How May We Help You?'. It asks the user to select an option to get started. There are three main options presented in cards: 'Pirelli Recall (NHTSA Recall No. 25T001)', 'Falken Recall (NHTSA Recall No. 24T013)', and 'All Statuses'. The 'Pirelli Recall' card is highlighted with a red border. Each card contains details about the recall, including impacted SKUs, DOT numbers, and replacement/reimbursement information. At the bottom of each card is a blue button labeled 'View or Submit' with the specific recall name and number.

File A Claim ✕

Please Choose The Reason For Warranty:

Recall ▼

- ▼

-

Vehicle Installed

Stock Tire Inventory

Next →

PLEASE NOTE: Tire(s) will **not** need to be returned to the Dealer Tire Warranty Center, please disable and scrap the tires following applicable legal requirements.