



Mercedes-Benz
The best or nothing.

star bulletin



Date: August 12, 2014
Order No.: P-B-42.10/124
Supersedes:
Group: 42

**SUBJECT: MODEL: 231.473, Equipped with SA codes U28-Heavy Duty Brakes (360x36mm Brake Discs), 950-AMG Sports Package and 951-Sports Package USA
Brake Squeal**

Brake squeal for model R231.473 is currently under investigation. If you receive customer reports of brake squeal, please provide the following information.

i **Note:** Warranty coverage for brake pads is 12 months / 12,000 miles. **Only** perform the following procedure for vehicles within warranty.

- 1) Create a PTSS case with all attachments listed below.
- 2) Attach a sound file of the complaint.
- 3) Pictures of the braking surface area of the brake discs for the front axle (marked FL and FR).
- 4) Pictures of the friction surfaces of the brake pads for the front axle (marked FL outside, FL inside, etc...).
- 5) Pictures of the brake pad backing plates (marked FL outside, FL inside, etc...).
- 6) Pictures of brake pad's batch number (Figure 1, outline). Please notate each numbers location (FL outside, FL inside, etc...)
- 7) Driving profile of the driver.
 - a. Average mileage per year.
 - b. Type of driver (sporty or comfort).
- 8) Speed range, in which the complaint occurred.
- 9) Brake force, in which the complaint occurred (indication in % -100% is equal to a full braking).
- 10) Thickness of the front axle brake pads.
- 11) Thickness of the front axle brake discs.
- 12) Mileage since last change of brake pads of the front axle until the complaint occurred.

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- 13) Duration of time since last change of brake pads of the front axle until the complaint occurred.
- 14) Amount of repeated repairs with corresponding duration and mileage.



Figure 1

In Case of Warranty

Damage Code	Operation Number	Time (hrs.)
42700	42-2706	0.7hr Front Pads
	42-2731	0.7hr Front Rotor
	02-0001	1.2hr pics and sound file