

Campaign No. 2012110003, November 2012

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 218**
Model Year 2012
Retorque the Engine Hood Latch Striker

This Recall Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that due to incorrect technical documentation, the bolts securing the striker for the engine hood latch might have been tightened with reduced torque in the subject vehicles. The engine hood is secured with one lock on the left side and one lock on the right side. If only one of these locks is engaged, the engine hood will remain safely secured. If the engine hood is not properly closed and both locks are not engaged, an additional securing mechanism is provided by the engine hood latch. The driver is made aware of this condition by a warning message in the instrument cluster indicating the engine hood is not properly closed. If the driver were to disregard this warning message and if at least two bolts of the striker for the engine hood latch are loose, the engine hood has no securing mechanism and could open while driving, thus increasing the risk of a crash.

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 Service Campaign bulletin and follow the repair procedure exactly as described.

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

Approximately 23 vehicles are affected.

Order No. P-RC-2012110003

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. Unclip Mercedes star (A, Figure 1) at catch hook (B) using long wedge at radiator grille and remove (Figure 1).

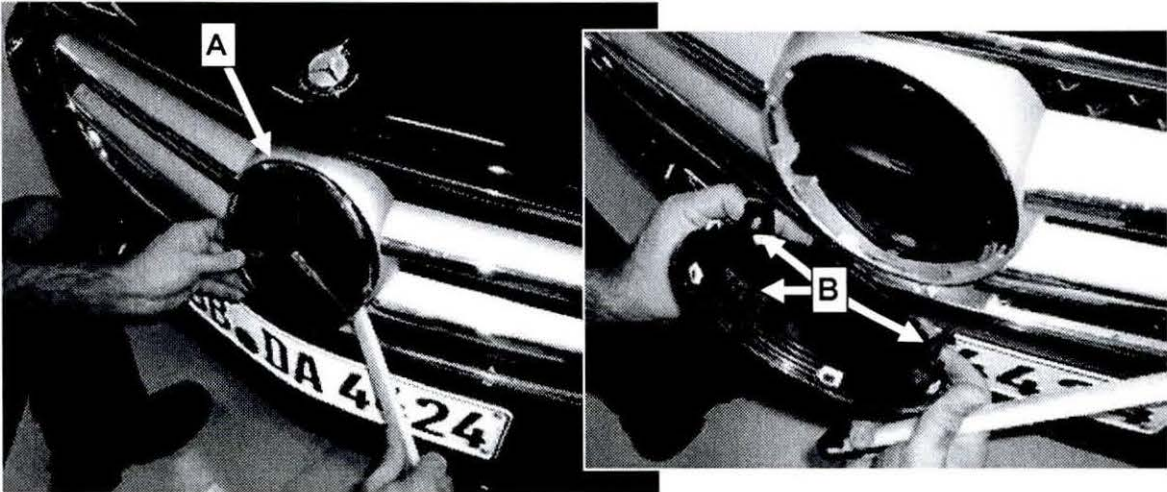


Figure 1

2. Remove top radiator crossmember cover (C, Figure 2):
 - Remove expansion clips (D.)
 - Unclip radiator crossmember cover (where circled, Figure 2).
 - Disconnect air intake ducts (E) from radiator crossmember cover (C).
 - Slide radiator crossmember cover (C) back then remove.

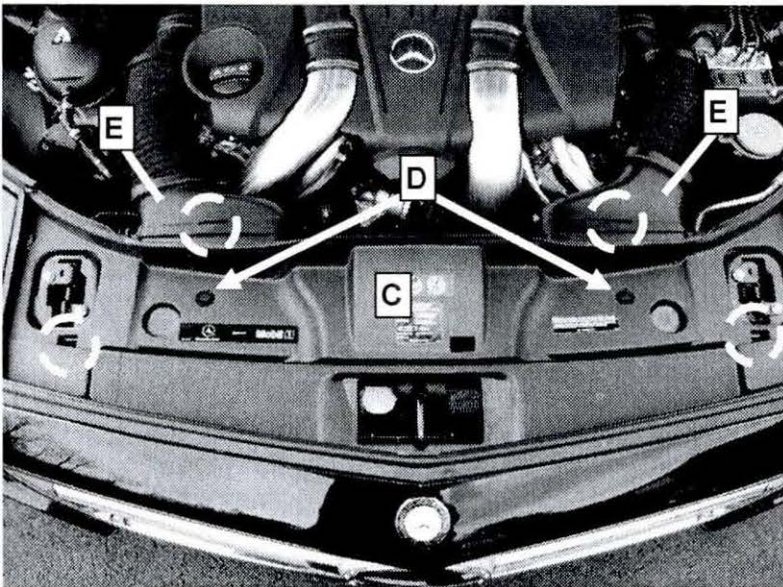


Figure 2

3. Retorque 4 bolts (Circled, Figures 3 and 4) of engine hood striker to: 10 Nm.

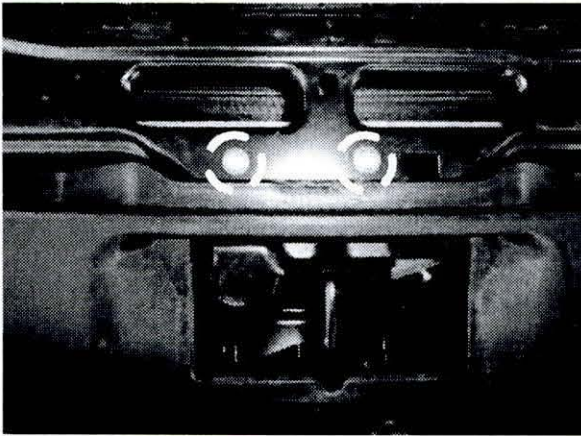


Figure 3

Note:

Lower striker bolts (circled, Figure 4) are located below Distronic sensor (A) behind rubber hose (B).

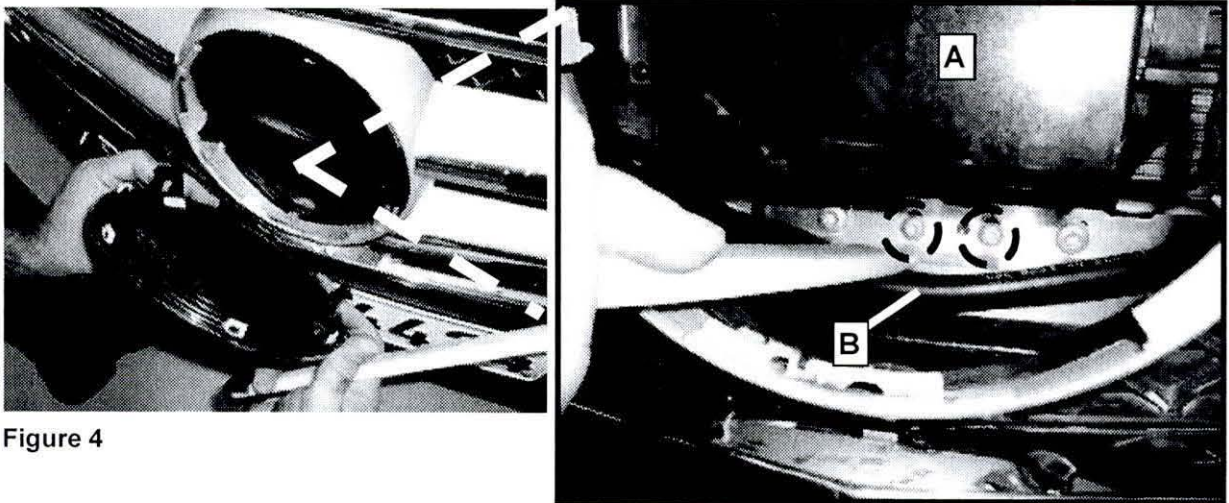


Figure 4

4. Assemble in reverse order.

Note:

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

Warranty Information

Operation: Retorque engine hood striker bolts (02-7923).

Damage Code	Operation Number	Model Indicator(s)
88 921 40 8	02-7923	Y5, Y7

Note

Operation code times are subject to change. Please refer to StarTime for current labor times