



Mercedes-Benz

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SERVICE

# newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Thomas Brunner, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Service Campaign 2013010001 – Models 207, 212, 218, 221, 231 with Engine M278, Model Year 2013. Remove Check Valve for Left and Right Secondary Chain Tensioners	DATE: February 1, 2013

## IMPORTANT SERVICE CAMPAIGN INFORMATION

**This Service Campaign is being launched today and the 167 affected vehicles will be flagged in VMI.**

### Background

This Service Campaign has been initiated because Daimler AG (DAG) has determined that the check valve of the left and right secondary chain tensioners installed at the factory may have been pressed too deep into the cylinder heads. As a result oil supply into the cylinder head cannot be ensured. An authorized Mercedes-Benz dealer will remove the check valve of the left and right side secondary chain tensioners at the next workshop service.

**Parts – Dealer may order parts as required. Check valve removal rate is 100%.**

**Owner Notification - As this is a voluntary customer care initiative, **no customer letter will be mailed.****

A copy of the campaign bulletin is attached, and may also be found on StarTekInfo.

When scheduling customers for an appointment please ensure that you are aware of any open campaigns in VMI so that the customer is advised about the time necessary to complete all campaigns.

Note: VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle.

Dealers may also identify vehicles subject to a campaign through NetStar by selecting “Campaign” under the Controlling tab. Only vehicles that have been retailed by the respective dealer will be displayed within this program.

While we regret any inconvenience this may cause, Mercedes-Benz USA, LLC 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).



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