



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 2013020001 – Model X164, Model Year 2012 Apply Seam Seal to the Right A-Pillar	DATE: March 1, 2013

IMPORTANT SERVICE CAMPAIGN INFORMATION

This Service Campaign is being launched today and the 192 affected vehicles will be flagged in VMI.

Background

This Service Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that the seam seal at the right A-Pillar may be missing due to a production issue. An authorized Mercedes-Benz dealer will apply seam seal on the right A-Pillar at the next workshop service.

Parts - Dealer may order parts as required. A-Pillar seam seal application 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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Service Campaign Bulletin

Campaign No. 2013020001, March 2013

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model X164, Model Year 2012**
Apply Seam Seal to the Right A-Pillar

This Service Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that the seam seal at the right A-Pillar may be missing due to a production issue. An authorized Mercedes-Benz dealer will apply seam seal on the right A-Pillar at the next workshop service.

Prior to performing this Service 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.

Approximately 192 vehicles are affected.

Order No. T-SC-2013020001

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.

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Procedure

1. Unclip roof molding (arrows, Figure 1) behind roof rack foot (A) with a plastic wedge.

Note:

Be careful not to damage roof molding (arrows) when loosening and lifting (molding) up from roof.

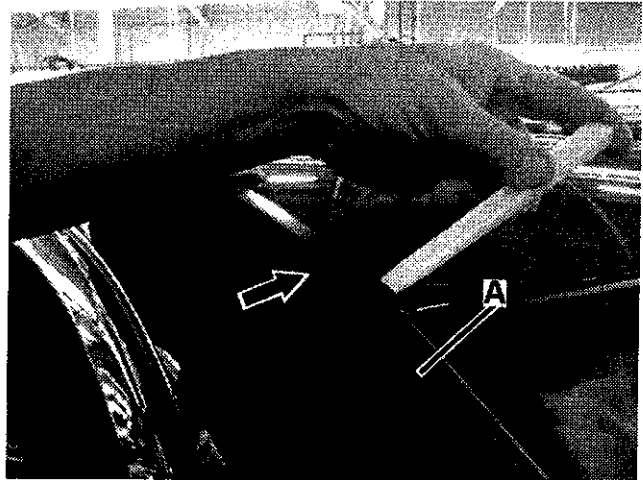
**Figure 1**

2. Slide roof molding (arrow, Figure 2) back far enough to be out from under windshield water rail (A).

Note:

Do not attempt to lift or remove water rail (A) this will cause damage to the rail.

3. Pry up on roof molding (arrow, Figure 2) with a plastic wedge to unclip.

**Figure 2**

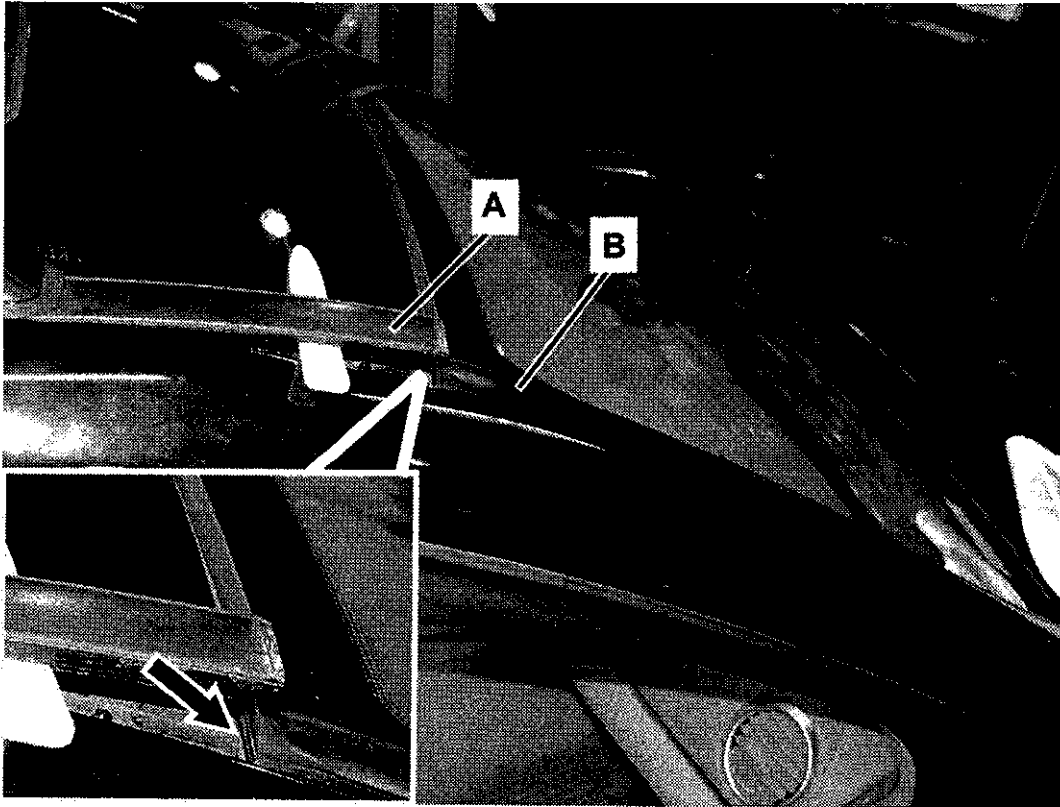


Figure 3

4. Support roof molding (A, Figure 3) with plastic wedge.

Note:

Be careful not to damage roof molding (A) when loosening and lifting (molding) up from roof.

5. Clean area (arrow, Figure 3) under water rail (B) to be reworked.

6. Apply seam seal to body seam (arrow, Figure 3) located under water rail (B) with an acid brush.

Note:

Do not attempt to lift or remove water rail (B) this will cause damage to the rail.

7. Allow seam seal to dry for approx. 20 minutes then apply touch-up paint.
8. Assemble in the reverse order.

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Body sealant ¹⁾	A 001 989 63 20	100%
1	Touch-up paint pen ^{2) 3)}	A 000 986 23 50 (9799 + A 000 986 21 50 9960) A 000 986 23 50 (9197 / 5359 / 7755 / 9792 / 8796 / 9775) A 000 986 21 50 (9040 / 9650)	

¹⁾ Body sealant - sufficient for 10 vehicles, submit as Local Purchase - SCD00273, Qty 1, handling is included.

²⁾ Touch-up pen - sufficient for 20 vehicles, submit as Local Purchase - PPN00095, Qty 1, handling is included.

³⁾ When ordering, additionally state color number.

Warranty Information

Operation: Repair seam seal at A-pillar (02-7947)

Damage Code	Operation Number	Labor Time (hrs.)
97 900 31 7	02-7947	0.6

Note

Operation Number labor times are subject to change.