



Mercedes-Benz

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service

newschannel update

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| 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 2013040003- Model 212 (E-Class), 218 (CLS), Model Year 2013. Re-torque Horn Bracket Bolt | DATE: May 3, 2013 |

IMPORTANT SERVICE CAMPAIGN INFORMATION

This Service Campaign is being launched today and the 273 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 tightening torque of the right horn bracket may not be to specification due to a supplier process issue. The sound produced by the loose horn may not have the desired tone. An Authorized Mercedes-Benz dealer will re-torque the horn bracket nut at the next workshop visit.

Parts - None

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. 2013040003, May 2013

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models 212, 218, Model Year 2013**
Re-torque Horn Bracket Nut

This Service Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that the tightening torque of the right horn bracket may not be to specification due to a supplier process issue. The sound produced by the loose horn may not have the desired tone. An Authorized Mercedes-Benz dealer will re-torque the horn bracket nut at the next workshop visit.

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 273 vehicles are affected.

Order No. P-SC-2013040003

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.

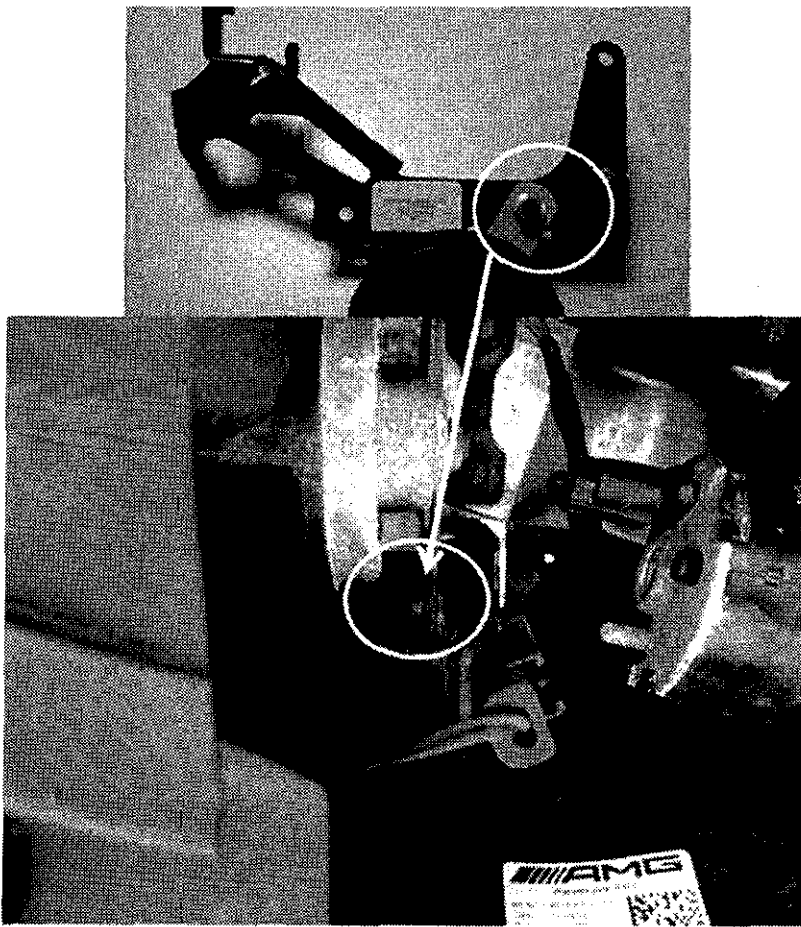
Service Campaign Bulletin

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Procedure**Figure 1**

1. Remove front lower engine compartment paneling; refer to WIS: AR61.20-P-1105EW.
2. Re-torque right horn mounting nut (arrow, Figure 1):

Note: Refer also to Figure 2.

- Loosen horn mounting nut (arrow) using a wrench or ratcheting box wrench (locally procured).
- Re-torque nut (arrow) to 9 Nm using a 10 mm crow-foot wrench attached to a torque wrench. Repeat this process a **total** of 3 times.
- Remove nut (arrow) and apply thread-locking compound (shop supply) to threads then re-torque a fourth time to 9 Nm.

Note:

Be sure to position right horn back to installed position on bracket before re-torquing nut (arrow) for final time.

4. Install remaining parts in reverse order.

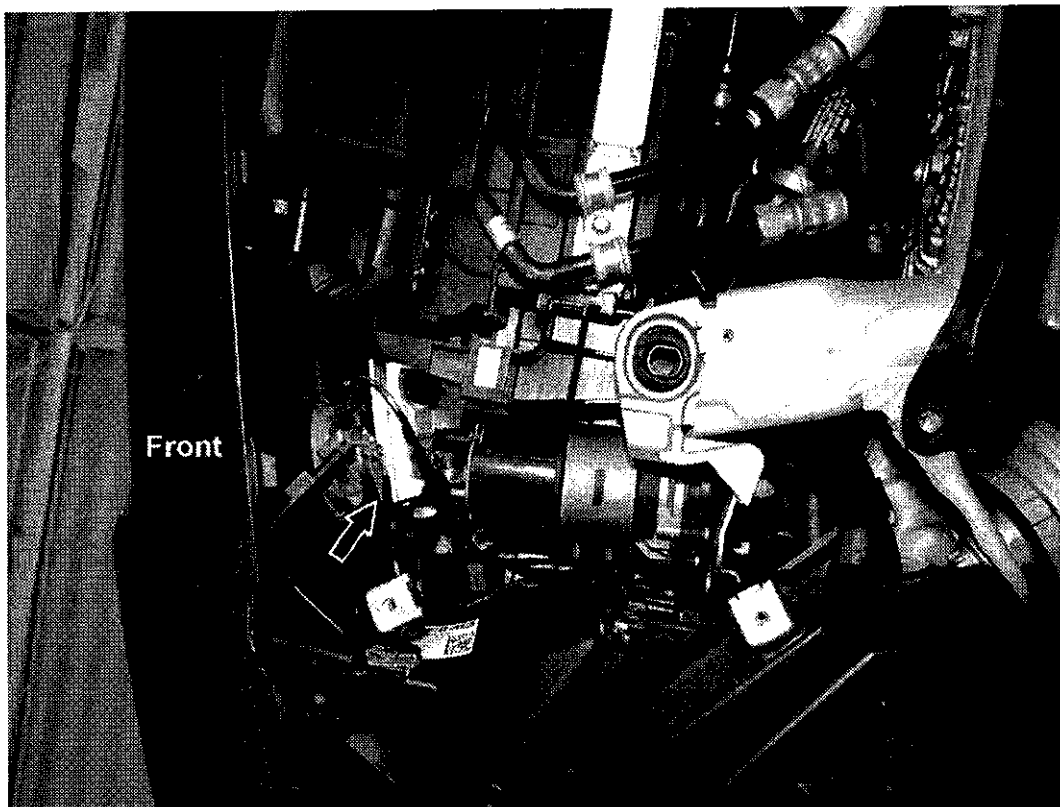
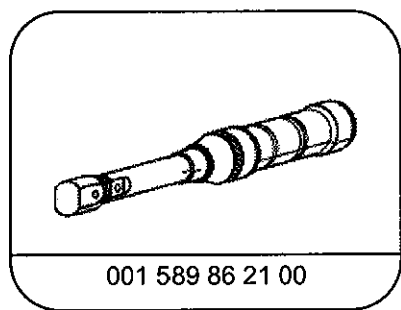


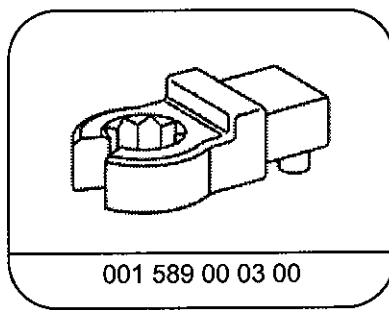
Figure 2 (Arrow points to horn mounting nut)

Special Tools



001 589 86 21 00

Torque wrench



001 589 00 03 00

Box wrench bit

Note:

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

Warranty Information

Operation: Retighten horn bracket (02-8064)

| Damage Code | Operation Number | Labor Time (hrs.) |
|--------------------|-------------------------|--------------------------|
| 82 970 47 8 | 02-8064 | 0.4 |

Note

Operation Number labor times are subject to change.