



MERCEDES-BENZ USA, LLC
One Mercedes Drive, P.O. Box 350, Montvale, NJ 07645-0350
Phone (201) 573-6600
Fax (201) 573-0117
MBUSA.com

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 2013100005 – Check Seam Seal at Under-floor. Models 204 (C), X204 (GLK), 207 (E-Coupe) Model Year 2013.	DATE: November 22, 2013

IMPORTANT SERVICE CAMPAIGN INFORMATION

This Service Campaign is being launched today and the 1,664 affected vehicles will be flagged in VMI.

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

Parts - Dealer may order parts as required. **Seam seal repair rate is approximately 10%.**

Background

This Service Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that the seam seal on the under-floor may have been damaged during the manufacturing process. An authorized Mercedes-Benz dealer will check and, if necessary, repair the under-floor seam seal at the next workshop visit.

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).

Service Campaign Bulletin

Campaign No. 2013100005, November 2013

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models 204 (C), X204 (GLK), 207 (E-Coupe) Model Year 2013**
Check Seam Seal at Under-floor

This Service Campaign has been initiated because Daimler AG (DAG), manufacturer of Mercedes-Benz vehicles, has determined that the seam seal on the under-floor may have been damaged during the manufacturing process. An authorized Mercedes-Benz dealer will check, and if necessary, repair the under-floor seam seal 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 1,664 vehicles are affected.

Order No. P-SC-2013100005

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

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

Procedure

1. Remove screws or nuts (circled, Figure 1) to loosen left and right under-floor paneling (A).

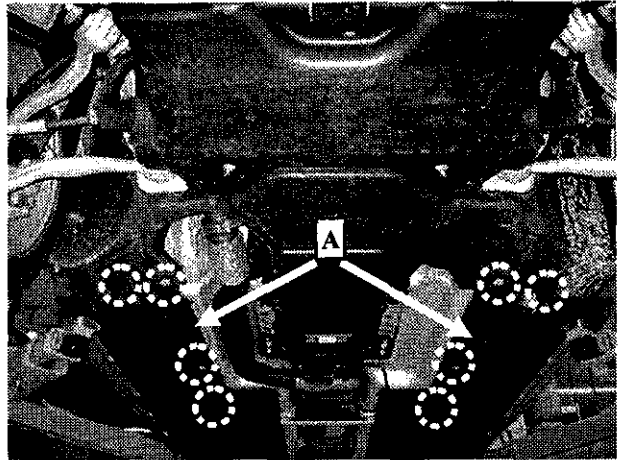




Figure 1

2.  Pull away under-floor paneling using plastic wedge and check seal seam at left and right main floor longitudinal member for damage (circled, Figure 2):
 - If seal seam (circled) is **not** damaged (OK): Procedure is complete, assemble in reverse order.
 - If seal seam (circled) **IS** damaged (NOT OK): Proceed to step 3.

 **Note:** Repair one or both seam seals depending on results of step 2.

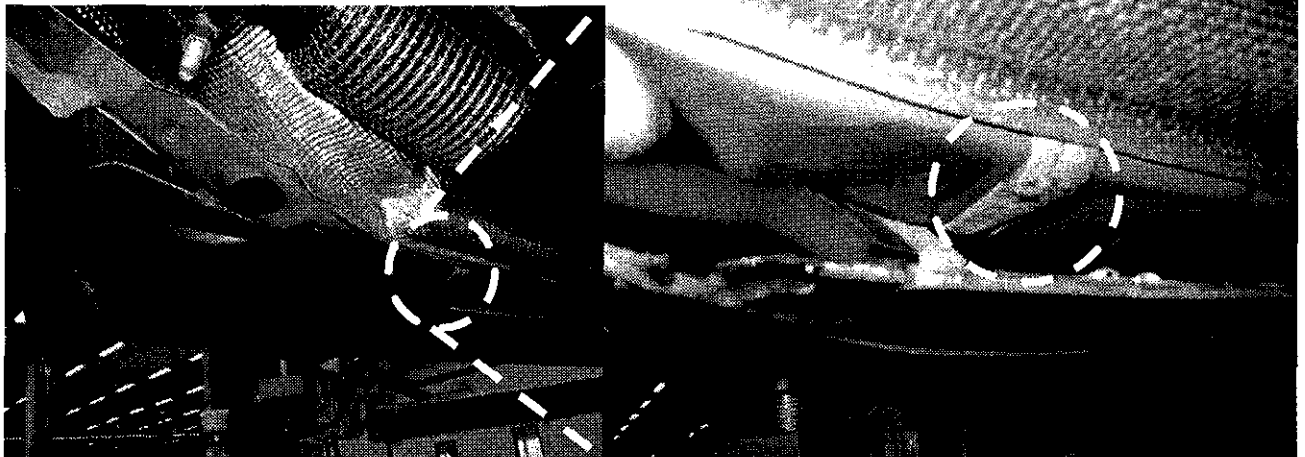


Figure 2

3. Repair seam seal:

WARNING!

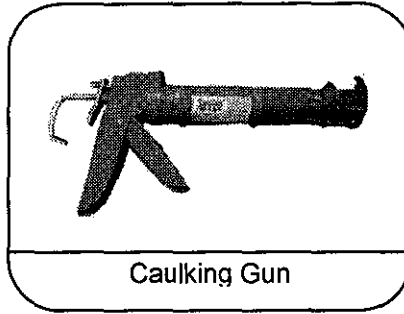
Be sure to wear proper eye protection.

- Thoroughly clean area to be repaired and then de-grease with silicone remover.
- Apply missing seam sealant then allow to dry for approx. 20 minutes.
- Apply under-floor protection wax.

4.  Assemble in reverse order.

Workshop Equipment

319-SAT-9795



Caulking Gun

Locally Sourced

Contact our equipment provider BASS (p/n 319-SAT-9795) @ 1-888-458-4040 to order the SATA preservation wax gun applicator.

Note:

Use a standard size caulking gun to apply the seam sealer p/n A 002 989 84 20 which is a 310ml caulking tube with the standard size plastic applicator tip.

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
As required ¹⁾	Sprayable and spreadable seam sealant	A 002 989 84 20	10%
As required ²⁾	Underfloor protection wax	A 000 986 42 70 10	

¹⁾ 1 container is sufficient for 5 vehicles. Submit as Qty 0.2 on the warranty claim.

²⁾ 1 container is sufficient for 10 vehicles. Submit as Qty 0.1 on the warranty claim.

**Note:**

- Please be aware that only the part number(s) referenced in the Campaign Bulletin is/are approved for use to repair the vehicle. Repairs performed using any other part(s) will not have been performed in accordance with the campaign. Accordingly, warranty claims submitted with reference to an improper part number(s) will be denied.
- The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information**Repair 1**

Operation: Check seal seam at under-floor (02-8354).

Damage Code	Operation Number	Labor Time (hrs.)
97 900 34 8	02-8354	0.3

Repair 2

Operation: Check seal seam at under-floor (02-8354).
Replace seal seam at under-floor (02-8303).

Damage Code	Operation Number	Labor Time (hrs.)
97 900 34 7	02-8354	0.3
	02-8303*	0.2

* This operation number can be claimed up to 2 times.

**Note**

Operation Number labor times are subject to change.