



Mercedes-Benz

MERCEDES-BENZ USA, LLC

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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 2014020003 - Rework Seam Seal at Spare Tire Well, MY 2014 C-Class (204)	DATE: February 21, 2014

IMPORTANT SERVICE CAMPAIGN INFORMATION

This Service Campaign is being launched today and the 321 affected vehicles will be flagged in VMI. Parts - Dealers may order parts are required.

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

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 spare tire well may not be to specification. An authorized Mercedes-Benz dealer will re-work the 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).



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Service Campaign Bulletin

Campaign No. 2014020003, February 2014

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 204 (C-Class), Model Year 2014**
Rework Seam Seal at Spare Tire Well

This Service Campaign has been initiated because Daimler AG (DAG), manufacturer of Mercedes-Benz vehicles, has determined that the seam seal at the spare tire well may not be to specification. To correct this condition, an authorized Mercedes-Benz dealer will rework the seam seal at the spare tire well 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 321 vehicles are affected.

Order No. P-SC-2014020003

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

Procedure

1. Check seal seam in area of spare tire well:
 - Check seal seam on marked corner area (Figure 1) inside of spare tire well.
 - Lift vehicle with vehicle lift.
 - Check seam seal on marked corner area (Figures 1, 3) outside of spare tire well.

i Note:

- If seal seam is **not** damaged (both sides OK): **Procedure is complete.**
- If seal seam is damaged: **Proceed** to steps 2, 3.

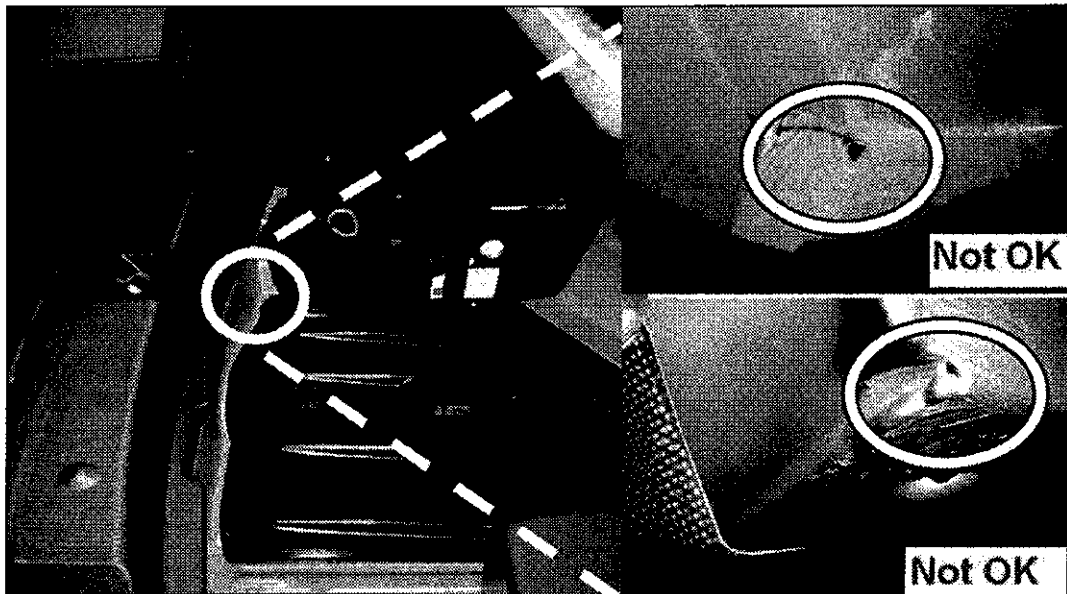


Figure 1

2. Thoroughly clean seal seams and then degrease with silicone remover (shop supply).
3. Apply missing seam sealant on outside and inside on spare tire well (Figures 2 and 3).

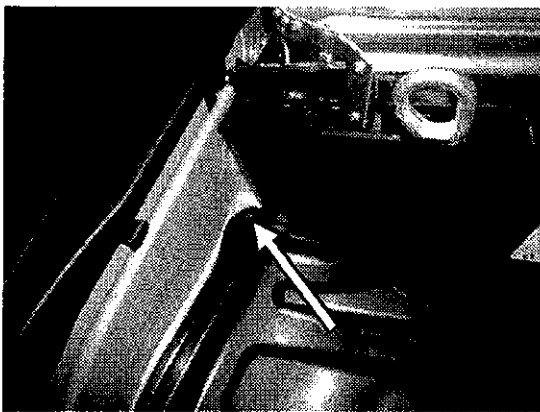


Figure 2

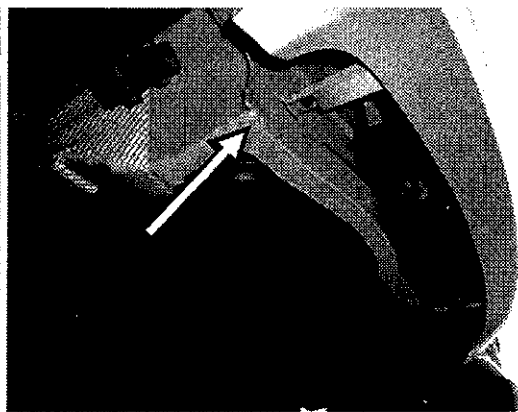


Figure 3

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
As required*	Seam sealant	A 004 989 29 20	5%

* 1 container is sufficient for 20 vehicles. Submit as local purchase SEA00159, handling is included.

**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 spare tire well seal seam (02-8390).

Damage Code	Operation Number	Labor Time (hrs.)
64 900 38 8	02-8390	0.1

Repair 2

Operation: Check spare tire well seal seam (02-8390).
Rework spare tire well seal seam (02-8391).

Damage Code	Operation Number	Labor Time (hrs.)
64 900 38 7	02-8390	0.1
	02-8391	0.2

**Note**

Operation Number labor times are subject to change.