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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 2014020004 - Check Weld Seams at Rear Axle Cross Member., MY 2014 E-Class (212), CLS (218)	DATE: March 14, 2014

## IMPORTANT SERVICE CAMPAIGN INFORMATION

**This Service Campaign is being launched today and the 1,263 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), manufacturer of Mercedes-Benz vehicles, has determined that the weld seams at the rear axle cross member may not be to specification. To correct this condition, an authorized Mercedes-Benz dealer will check the left and right weld seams at the rear axle cross member and repair if necessary 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. 2014020004, March 2014

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models 212 (E-Class), 218 (CLS-Class), Model Year 2014**  
**Check Weld Seam at Rear Axle Cross Member at Left and Right, Rework if Necessary**

This Service Campaign has been initiated because Daimler AG (DAG), manufacturer of Mercedes-Benz vehicles, has determined that the weld seams at the rear axle cross member may not be to specification. To correct this condition, an authorized Mercedes-Benz dealer will check the left and right weld seams at the rear axle cross member and repair if necessary 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 1263 vehicles are affected.

Order No. P-SC- 2014020004

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

### A. Inspect Weld Seam

1. Lift vehicle on vehicle lift.
2.  Check weld seam (in area circled, Figure 1) at right/left rear axle cross-member for crack using mirror:

 **Note:** In the event repair is necessary, take a picture of the body crack and keep it with the vehicle's history.

- If weld seam is OK: Procedure is complete.
- If weld seam is not OK (Figure 2): Proceed to Subject B.

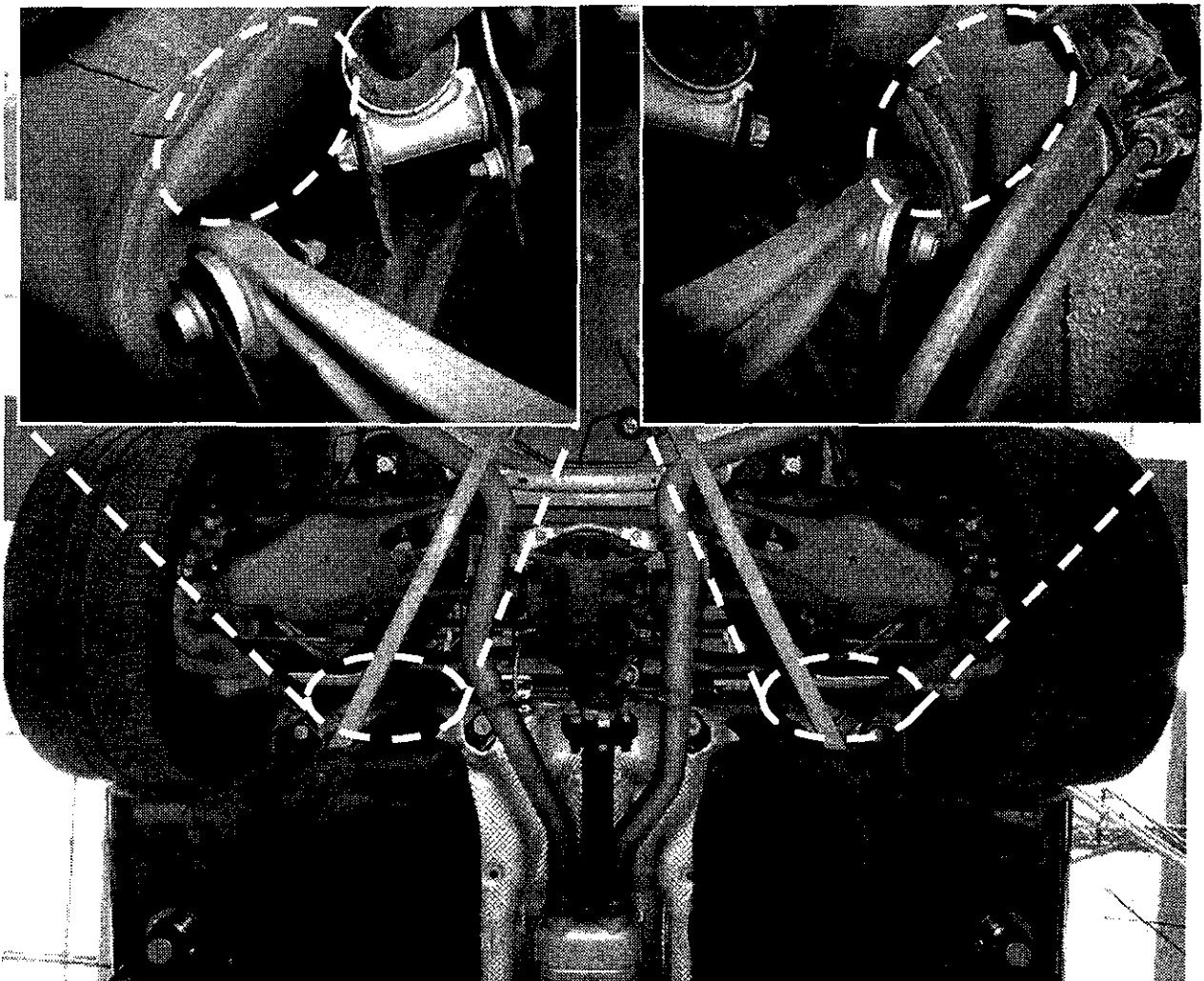


Figure 1

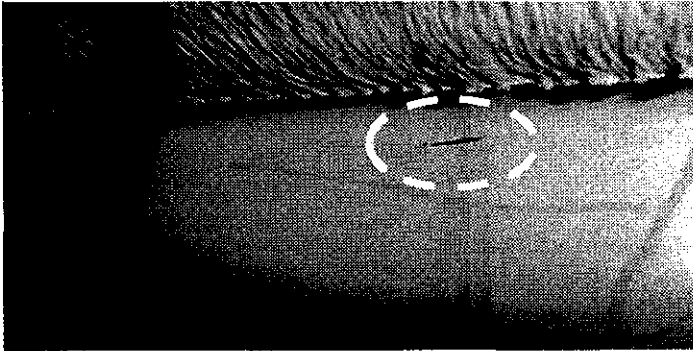



Figure 2 not OK

## B. Repair Body and Align

1.  Remove rear axle, refer to WIS: AR35.10-P-0010EW.

 **Notes** (regarding above WIS instructions):

- Replacement of parts not listed in the parts table of this Procedure are not claimable under this campaign. If replacement of additional part(s) is necessary, check coverage prior to submitting under warranty.
  - Tire rotation, checking tire pressure are not claimable under this campaign.
  - Do not remove: O<sup>2</sup> sensors, exhaust manifolds, front section of exhaust system (when removing rear section of exhaust system), drive shaft from vehicle.
2. Disconnect negative battery cable, refer to WIS: AR54.10-P-0003EW
  3. Drill ends of crack using a 1/8" (approx. 3 mm) drill bit.
  4. Weld body crack using MIG welding process.


 **Note:**

Ensure experienced MIG welder is performing this procedure.

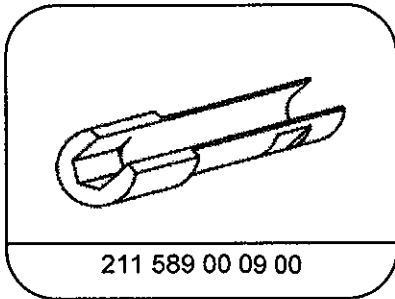


### **WARNING!**

Observe all safety procedures when welding on vehicle.

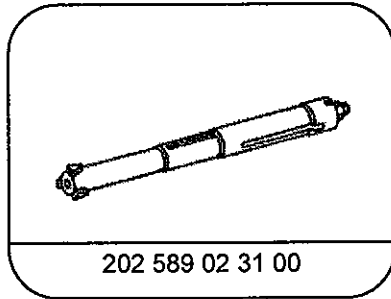
5. Prime and paint welded area with dull black aerosol paint.
6. Apply preservation agent to repaired area.
7. Reconnect negative battery cable, refer to WIS: AR54.10-P-0003EW
8.  Assemble in reverse order.
9. Perform wheel alignment.

 **Special Tools**



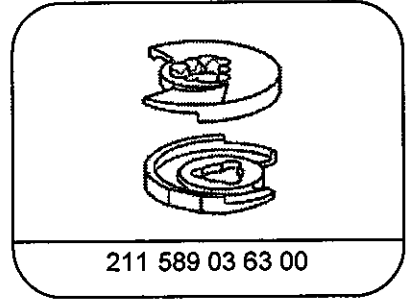
211 589 00 09 00

Socket wrench bit



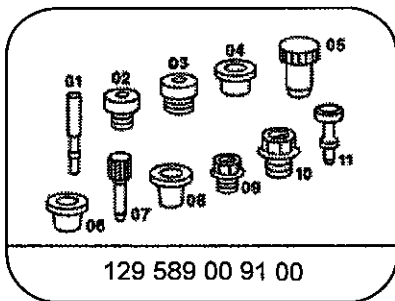
202 589 02 31 00

Tensioning device



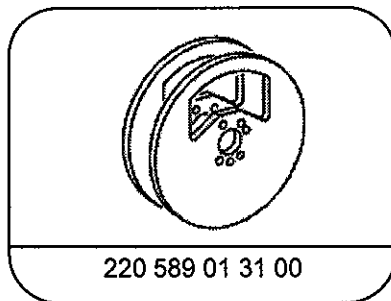
211 589 03 63 00

Clamping plates



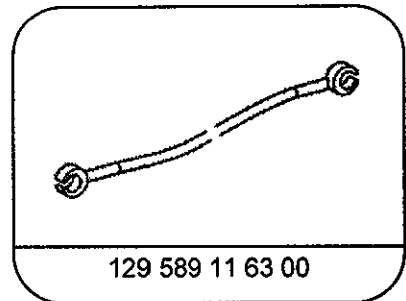
129 589 00 91 00

Record plug



220 589 01 31 00

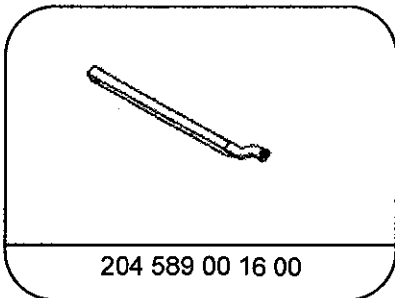
Guard (optional)



129 589 11 63 00

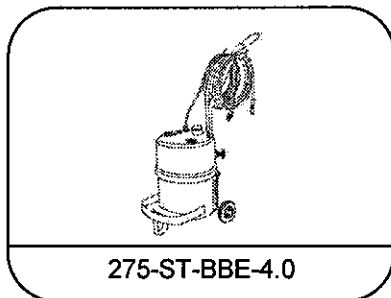
Snap-ring release tool (optional)

**Equipment**



204 589 00 16 00

Assembly tool (optional)



275-ST-BBE-4.0

Brake bleeder

**Note:**

Use only Mercedes-Benz recommended brake bleeder:

To place an order for the Brake Bleeder p/n 275-ST-BBE-4.0 please contact our equipment provider BASS at 1-888-458-4040.

**Primary Parts Information**

Qty.	Part Name	Part Number	Estimated Replacement Rate
4	Body bolts	A 001 990 11 03	10%
3	Nut, drive shaft to differential	A 002 990 62 54	
4	Nut, rear shock absorber to body	A 002 990 37 54	
2	Air spring mounting clip (Air-Matic models only)	A 001 991 11 71	
0.1	Aerosol Primer	A 000 986 32 50 <sup>1)</sup>	
0.1	Aerosol Paint	A 000 986 28 50 9040 <sup>2)</sup>	
0.1	Preservation agent	A 000 986 72 70 10 <sup>3)</sup>	
1 L	Brake fluid	A 000 989 08 07 01	

<sup>1)</sup> 1 spray can of aerosol primer is to be used for 10 vehicles.

<sup>2)</sup> 1 spray can of aerosol paint is to be used for 10 vehicles.

<sup>3)</sup> 1 Container to be used for 10 vehicles

**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 rear axle crossmember at right and left (02-8385).

Damage Code	Operation Number	Labor Time (hrs.)
61 920 34 8	02-8385	0.4

**Repair 2**

**Operation:** Check rear axle crossmember at right and left (02-8385).  
Rework weld seam at rear axle crossmember (02-8386).  
**Includes:** Perform welding, painting, preservation  
Perform wheel alignment check (02-8404)

Damage Code	Operation Number	Labor Time (hrs.)
61 920 34 7	02-8385	0.4
	02-8386	6.5
	02-8404	0.7

**Note**

Operation Number labor times are subject to change.