



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 2014070001 – Check Engine Cover, Replace if Necessary, MY 2014 ML-Class (166)	DATE: August 1, 2014

IMPORTANT SERVICE CAMPAIGN INFORMATION

This Service Campaign is being launched today and the 234 affected vehicles will be flagged in VMI. Please note some affected vehicles are in Dealer inventory and should be repaired prior to retail.

Parts – Dealers may order parts as required. Engine cover replacement rate is estimated at 95%

Owner Notification - The Customer Assistance Center will reach out to these AMG customers.

What's the Issue:

This Service Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that the engine cover may not correspond to equipment variant specifications (plastic engine cover installed instead of carbon fiber). An authorized dealer will check, and if necessary, replace the engine cover at the next workshop visit.

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



Mercedes-Benz

Campaign No 2014070001, August 2014

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 166 (ML) AMG, Model Year 2014**
Check Engine Cover, Replace if Necessary

This Service Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that the engine cover may not correspond to equipment variant specifications (plastic engine cover installed instead of carbon fiber). An authorized dealer will check, and if necessary, replace the engine cover 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 234 vehicles are affected.

Order No. T-SC-2014070001

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

1.  Check engine cover version (A, Figure 1).
 - If Carbon fiber engine cover is installed: Procedure is complete.
 - If plastic engine cover is installed: Replace engine cover. Proceed to steps 2 - 6.

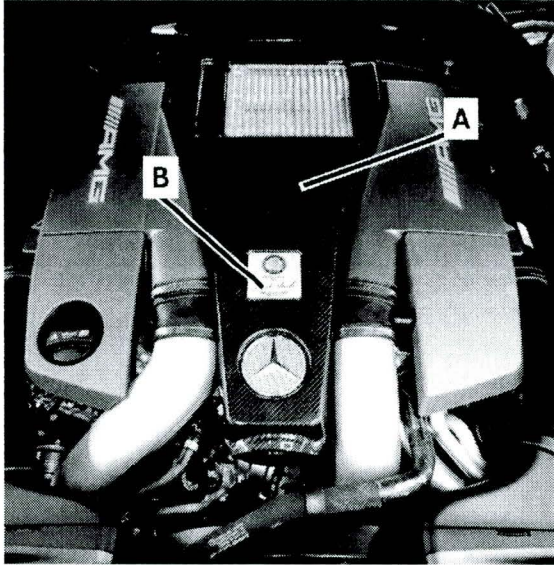





Figure 1

2.  Remove plastic engine cover.
3.  Remove engine plate (B, Figure 1) using a hot air gun and wire or plastic wedge.
4. Thoroughly clean adhesive residue from engine plate (B, Figure 1).
5.  Install engine plate (B, Figure1) on new carbon engine cover (A) using window adhesive (shop supply).

 **Note:**

Ensure engine plate (B) is properly oriented on engine cover (A).

6.  Install new carbon fiber engine cover (A, Figure 1).

Workshop equipment



10 Pc Deluxe Plastic Welding Kit
w/ HG 2310LCD Heat Gun and
Butane Welding Iron

i **Note** (regarding WIS documents referenced in this Procedure):

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.

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1 (If required)	Engine cover, center (carbon fiber)	A 157 010 58 00	95%

i **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 engine cover (02-8559).

Damage Code	Operation Number	Labor Time (hrs.)
94 910 33 8	02-8559	0.1

Repair 2

Operation: Check engine cover (02-8559).
Replace engine cover (02-8560).

Damage Code	Operation Number	Labor Time (hrs.)
94 910 33 7	02-8559	0.1
	02-8560	0.4

i **Note**

Operation Number labor times are subject to change.