



Mercedes-Benz

CUSTOMER  
**ONE**

**Action**

Date: August 2014  
Action No.: C1A 140801  
Group: 22.00

SUBJECT: **Models 166 (ML), X166 (GL)**  
**Model Year 2015**  
**Replace Right Side Motor Mount Heat Shield**

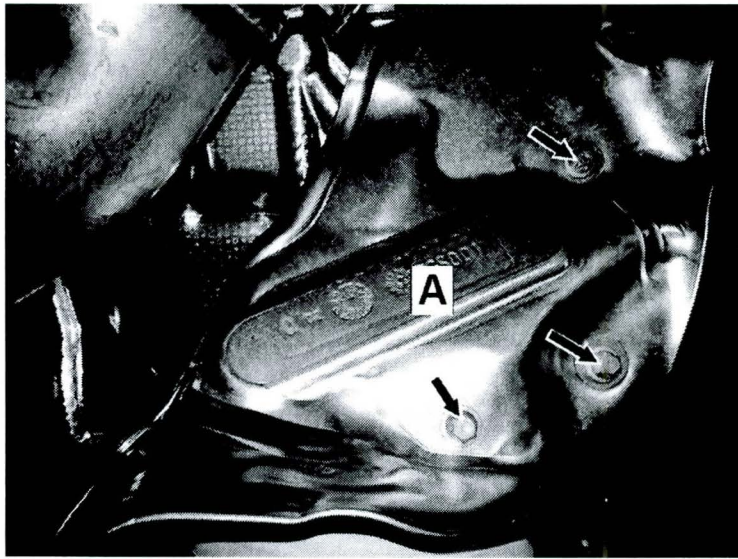
This Customer One Action has been initiated because Daimler AG (DAG) has determined that an incorrect right side motor mount heat shield was installed. Dealers are to replace the right side motor mount heat shield.



Prior to performing this Customer 1 Action:  
Please check VMI to insure the vehicle is involved and to determine if the vehicle has been previously repaired.

Customer ONE Action

**Procedure** **WARNING!**

Risk of cuts and burns to hands and arms when working near heat shields. Heat shields have sharp edges and may be hot. Be sure to wear protective clothing and gloves. Ensure engine is cold.

**Figure 1**

1.  Remove lower front and middle engine covers.
2.  Remove 3 bolts (arrows, Figure 1) then remove right motor mount heat shield.

**Note:**

Be careful not to contact alternator when removing heat shield.

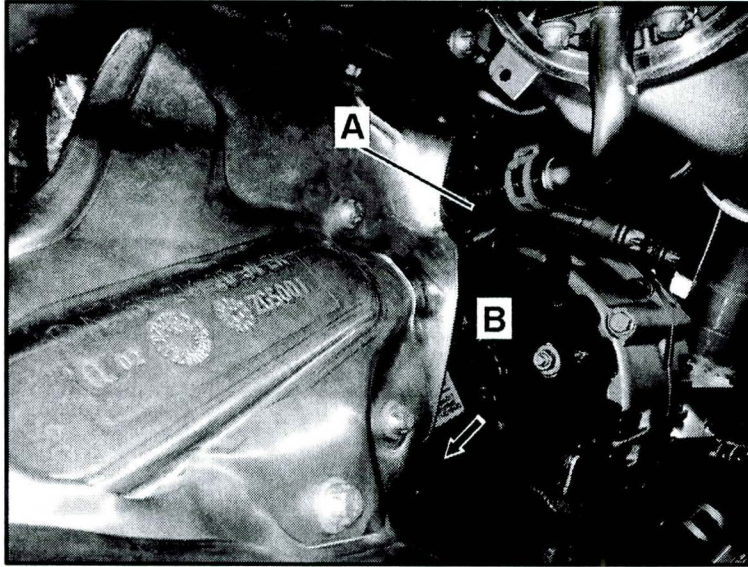



Figure 2

3.  Inspect turbo oil line (A, Figure 2), rear of alternator (B), engine harness to alternator (arrow) for the damage due to heat.

**Note:**

In the unlikely event of heat damage open a PTSS case. Include photos of the damage.

4.  Install new motor mount heat shield in reverse order.

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Right motor mount heat shield (166.0)	A166 241 1334	100%
1	Right motor mount heat shield (166.8)	A166 241 2034	

**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**


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**Operation:** Replace right motor mount heat shield (49-6900).

Damage Code	Operation Number	Labor Time (hrs.)
24 009 53 7	49-6900	00 *

\* Separate punches required, ensure punches are labeled as NON time

**i** Note

Operation Number labor times are subject to change.