



Mercedes-Benz

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Service

# newschannel update

## SB-10058537-3091

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 2015050004 - <b>Check Radiator Fan. Replace if Necessary Model 222 (S-Class). Model Year 2014 - 2015</b>	DATE: June 26, 2015

### IMPORTANT SERVICE CAMPAIGN LAUNCH INFORMATION

This Service Campaign is being launched today and the 10,458 affected vehicles will be flagged in VMI.

**Parts** - Dealers may order parts as required. Radiator fan replacement rate is approximately 8%.

**Special Tools** - Dealers will be automatically shipped 1 Snap-On® BK5600 Borescope and 5.5 mm dual image viewer necessary to check the production date of the radiator fan. Dealers may claim the cost of this tool, once, as a sublet. If you have any tooling questions or need assistance please contact [mbtoolsandequipment@mbusa.com](mailto:mbtoolsandequipment@mbusa.com)

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

#### **What's the Issue:**

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that the air conditioning may malfunction due to a failure of the electrolyte capacitor in the radiator fan control unit. To correct this condition an authorized Mercedes-Benz dealer will check the production date of the radiator fan and replace the radiator fan, if necessary, at the next dealer 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



Mercedes-Benz

Campaign No. 2015050004, June 2015

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 222 (S-Class), Model Year 2014 - 2015**  
**Check Radiator Fan, Replace If Necessary**

This Service Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that the air conditioning may malfunction due to a failure of the electrolyte capacitor in the radiator fan control unit. To correct this condition an authorized Mercedes-Benz dealer will check the production date of the radiator fan and replace the radiator fan, if necessary, at the next dealer 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 10,458 vehicles are affected.

Order No. P-SC-2015050004

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 production date on radiator fan using bore scope (1, Figure 1):  
Insert bore scope (1) with 5.5 mm viewer from above, between radiator and radiator fan.

 **Note:**

- Use only specified bore scope (refer to equipment table in this bulletin)
- The production date (2, Figure 2) is located in the lower section of the radiator fan motor (Figure 2).
- If **no** production date (2) can be found in the lower section of the radiator fan motor (**OK**):  
Procedure is complete.

 **Note:**

Radiator fans with a production date between: **2013-04-22 – 2013-05-08** (April 22 – May 8, 2013) or **2013-10-11 – 2013-10-15** (October 11 – October 15, 2013) **must be replaced (NOT OK)**.

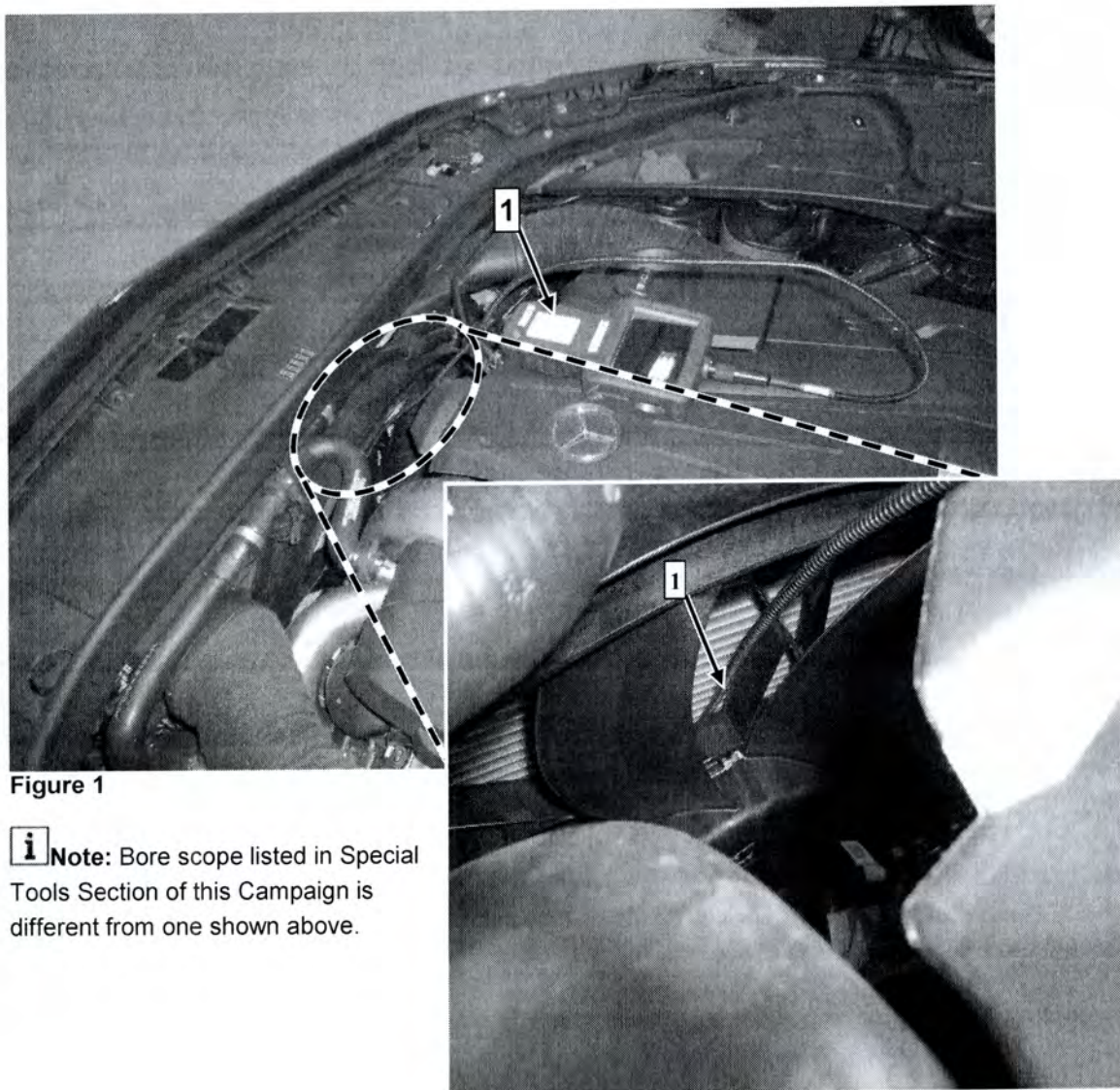



Figure 1

 **Note:** Bore scope listed in Special Tools Section of this Campaign is different from one shown above.

- If production date **is not** between 2013-04-22 – 2013-05-08 or 2013-10-11 – 2013-10-15 (OK): Procedure is complete
- If production date **is** between 2013-04-22 – 2013-05-08 or 2013-10-11 – 2013-10-15 (NOT OK): Proceed to step 2.

**i** Note

If **no** production date (2, Figure 2) can be found in the lower section of the radiator fan motor (OK): Procedure is complete.

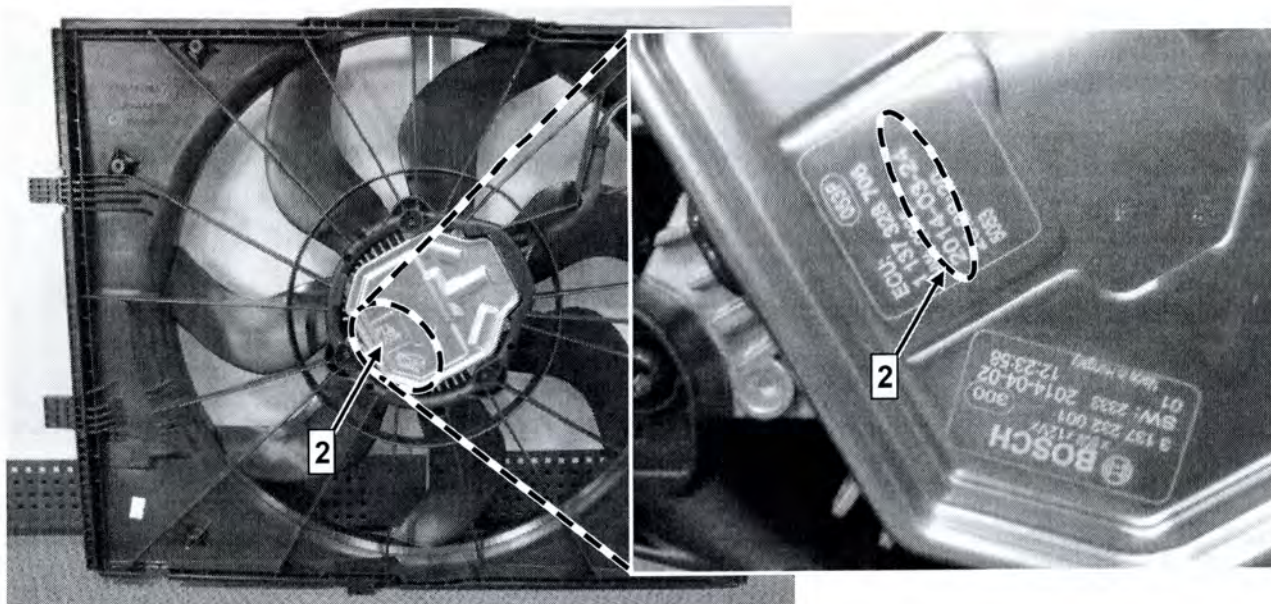



Figure 2

2.  Replace radiator fan; refer to WIS: AR20.40-P-5050LF. Refer also to notes on the following pages.

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

- Do not remove oil cooler from vehicle.
- Do not remove complete front end assembly, remove front center reinforcement; refer to WIS: AR62.30-P-1570LF.
- Remove radiator grill, refer to WIS: AR88.40-P-4001LF
- Remove lower engine panels.
- Remove screw (arrow, Figure 3) in order to unfasten coolant line from bottom of radiator fan (A).

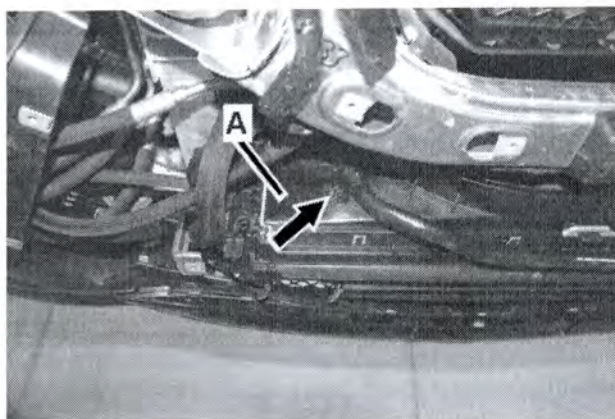
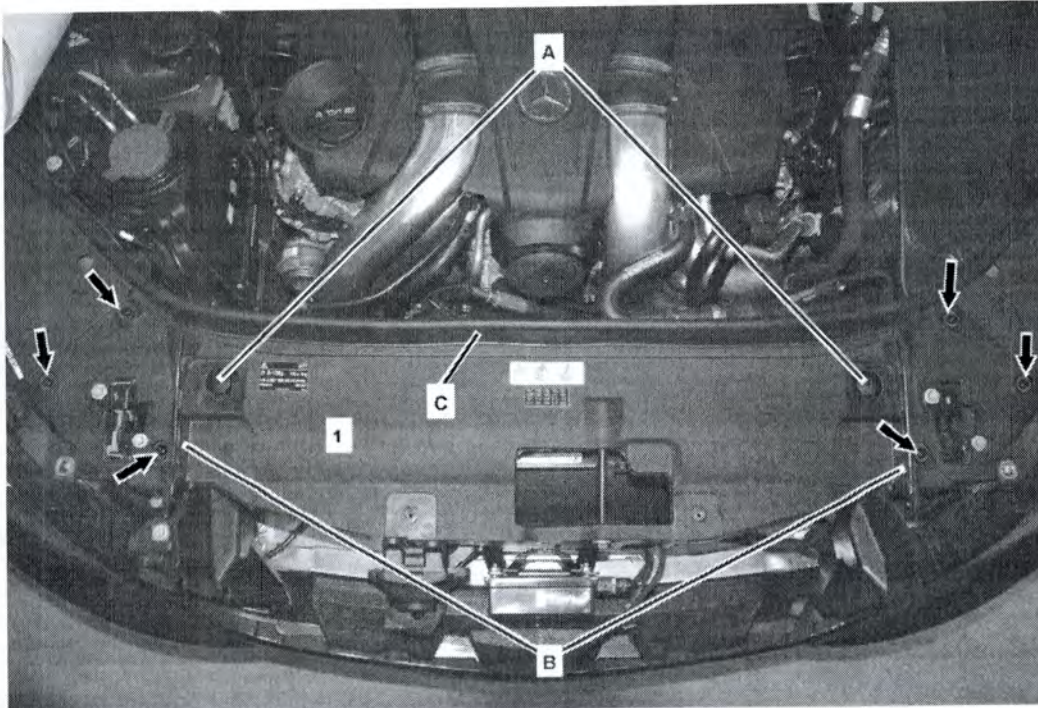
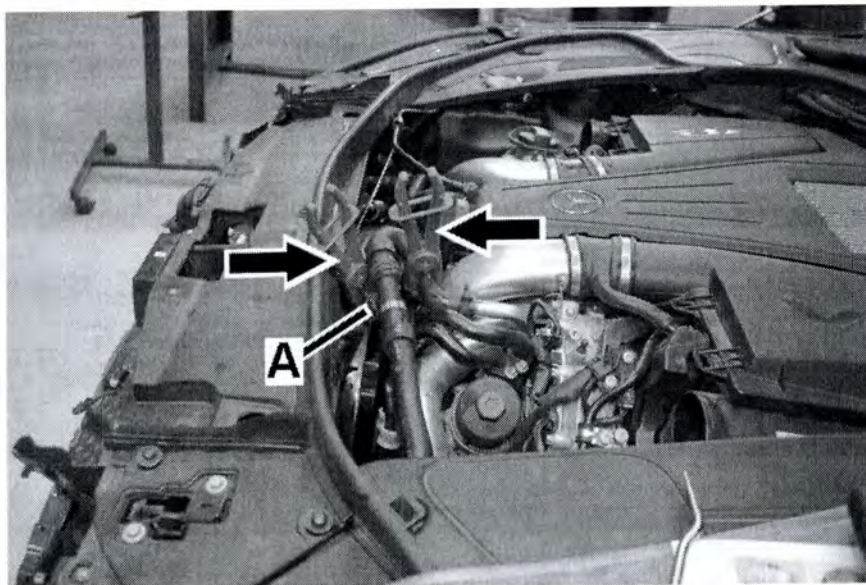


Figure 3



**Figure 4**

- Remove following components in order to remove radiator support (1, Figure 4):  
Screws (arrows), radiator fasteners (A), screws (B) below radiator support, weather strip (C) from radiator support (1) and hood release cable from radiator support (1)
- Disconnect harness connector for distronic sensor.
- Clamp-off coolant hoses with pinch-off tools (arrows, Figure 5) prior to disconnecting coolant hose (A).
- Do not completely drain coolant. Replace coolant (shop supply) lost during disconnection of coolant hose (A, Figure 5).



**Figure 5** (arrows: hose pinch-off tools, locally sourced or equivalent)

- Re-attach coolant line (arrows, Figure 6) back to its original mounting position on the radiator fan shroud (A) after installing new radiator fan.
- Reinstall remaining components in reverse order; refer also to WIS: AR20.40-P-5050LF.
- Calibrate front 360 ° camera; refer to WIS: AR88.40-P-4001LF.
- Perform initialization of Distronic sensor; refer to WIS: AR30.30-P-1010LF.
- Be careful not to damage retaining clamps (A, Figure 7) upon assembly.

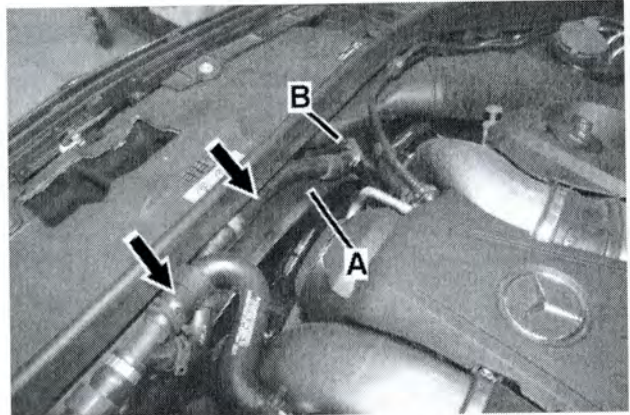


Figure 6

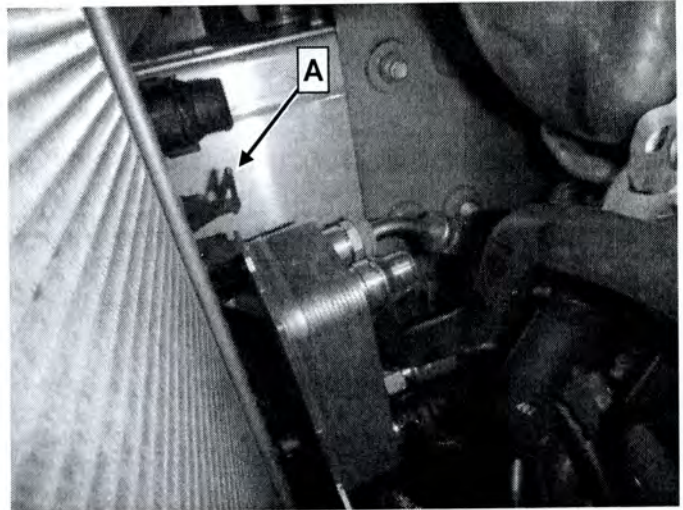
**B** *Mounting screw*

Figure 7


**Special Tools**


Snap-On® BK5600 Borescope \*

\* Submit bore scope and viewer as: Borescope and 5.5 mm dual image viewer for \$818.45 sublet **once only**.  
**If reimbursement for these tools is submitted more than one time these charges will be subject to debit.**


**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	Radiator fan	A 099 906 06 12 05	8%

**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 fan (02-8736).

Damage Code	Operation Number	Labor Time (hrs.)
20 920 31 8	02-8736	0.2

**Repair 2**

**Operation:** Check fan (02-8736).  
 Replace fan (02-8737).  
 Drain coolant, fill and ventilate coolant circuit (with vacuum) (02-8998).

Damage Code	Operation Number	Labor Time (hrs.)
20 920 31 7	02-8736	0.2
	02-8737	0.8
	02-8998	0.5

**i** Note

Submit bore scope as sublet once only  
 Operation Number labor times are subject to change.





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Service

# newschannel update

TO: Dealer Principals, Parts Managers Service Managers, Shop Foreman	FROM: Mike Roth; Special Tools and Equipment, Dealer Workshop Services; Engineering Services
RE: Required Equipment Release, Snap-On® BK5600 Borescope	DATE: June 26, 2015

## RE: Snap-On BK5600 Borescope, 5.5 mm dual image viewer accessory and reimbursement details

Our service equipment provider (Bosch) will release the borescope and an additional 5.5mm dual image viewer during the week of June 22<sup>nd</sup> to the MB Passenger vehicle dealer network.

Each dealer will be provided with one unit. These scopes are to be used with the current Campaign No. 2015050004; dated June 2015. These work instructions must be followed precisely to ensure proper completion of the campaign.

- The invoice for the above items will be applied to your monthly Parts Statement
- Please follow the campaign instruction as outlined in Campaign No. 2015050004, (**document release date June 26, 2015**) when submitting a warranty claim for this repair and to receive reimbursement for the scope and accessory charges
- Submit borescope and viewer as sublet once only – in order to receive the proper reimbursement for the scope and accessory



### Shipment Contents and Cost:

Snap-On® BK5600 Borescope	\$469.95
5.5 mm dual image viewer	\$311.00
Shipping	<u>\$37.50</u>
Total	\$818.45

As always, if you have any questions or need assistance you can contact us at:  
[mbtoolsandequipment@mbusa.com](mailto:mbtoolsandequipment@mbusa.com)

Please be sure to provide your full contact information including dealer code, phone numbers and tool/equipment numbers if applicable.

Regards,  
Mike Roth  
Dealer Workshop Services



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