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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 2016070004 Model 253, Model Year 2016 Check Rear Window Seal, Rework if Necessary	DATE: July 29, 2016

IMPORTANT SERVICE CAMPAIGN LAUNCH INFORMATION

This Service Campaign is being launched today and the 769 affected vehicles are flagged in VMI.

Parts: Parts may be ordered as required. Replacement rate is 32%.

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 on certain GLC-Class (253) vehicles, the bonding of rear window seal might not meet current specifications. An authorized Mercedes-Benz dealer will first check the rear window seal, and rework, if necessary.

A copy of the campaign bulletin is attached, and may also be found on Star TekInfo.

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, MBUSA 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. 2016070004, July 2016

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Check Rear Window Seal, Rework if Necessary**
Model 253, Model Year 2016

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that on certain GLC-Class vehicles (253 platform), the bonding of rear window seal might not meet current specifications. An authorized Mercedes-Benz dealer will first check the rear window seal, and rework, if necessary.

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 769 vehicles are affected.

Order No. P-SC-2016070004

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. Perform water leak test on rear window in marked area (A, Figure 1):
Direct water stream for approx. 3 min. onto the rear window **under** the roof spoiler in area A.



Figure 1

2.  Check rear window and tailgate from inside for signs of water leakage:
 - Visible water drips on the inside of the window or
 - Escaping water visible in the lower area of the tailgate paneling.
 - If there is **no** water leak detectable (**OK**): Procedure is complete.
 - If water leak **is** detected (**NOT OK**): Proceed to  step 3.
3.   Remove rear window and glue in again, refer to WIS : AR67.20-P-5145LW.

 **Note:**

The rear window is to be reused,  **be careful when removing.**

Equipment



Windshield Removal Kit



Note:



Use locally sourced cartridge gun to apply adhesive.



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	Windshield repair kit	A 221 670 81 01	32%
2	Sealing strip	A 000 987 45 66 08	
4	Intermediate layer	A 164 742 00 97	

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 rear window seal (02-9551).

Damage Code	Operation Number	Labor Time (hrs.)
67 910 33 8	02-9551	0.2

Repair 2

Operation: Check rear window seal (02-9551)
Seal rear window (02-9552) **or** Sublet *.

Damage Code	Operation Number	Labor Time (hrs.)
67 910 33 7	02-9551	0.2
	02-9552	2.5

* Submit as SUBLET utilizing sublet code of SUB with required amount

i Note

- If sublet billed for repair, repair cannot be billed for op-code and vice versa.
- Operation Number labor times are subject to change.