



MERCEDES-BENZ USA, LLC
303 Perimeter Center North, Suite 202
Atlanta, GA, 30346
Phone: (770) 705-0600
Fax: (770) 705-0117
MBUSA.com

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 2016030008 Model 117, Model Year 2014 Replace Automatic Transmission	DATE: July 29, 2016

IMPORTANT SERVICE CAMPAIGN LAUNCH INFORMATION

This Service Campaign is being launched today and the 46 affected vehicles are flagged in VMI.

Parts: Parts may be ordered as required. Replacement rate is 100%.

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 automatic transmission does not correspond to production specifications, and as a result, transmission noises may be observed in 6th gear. An authorized Mercedes-Benz dealer will replace the automatic transmission on the affected vehicles.

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).



Mercedes-Benz – are registered trademarks of Daimler, Stuttgart, Germany

Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2016030008, July 2016

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 117, Model Year 2014**
Replace Automatic Transmission

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that the automatic transmission does not correspond to production specifications, and as a result, transmission noises may be observed in 6th gear. An authorized Mercedes-Benz dealer will replace the automatic transmission on the affected vehicles.

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 46 vehicles are affected.

Order No. P-SC-2016030008

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

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

Procedure

1.  Replace automatic transmission, refer to WIS:  AR27.10-P-0502NKB

 **Note** (regarding referenced WIS documents):

Do not replace A/C desiccant when disconnecting A/C lines. Be sure to plug all open A/C lines, refer to WIS:  AH80.30-P-0005-01A.

2.  Perform initial startup of transmission:

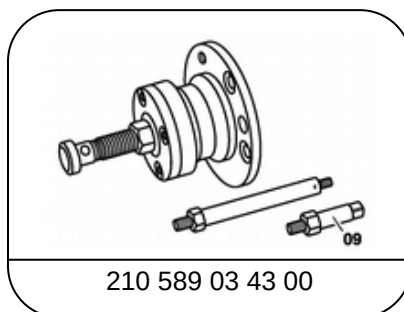
Quick test view ➡ DKG ➡ Electronic transmission control for dual-clutch transmission (Y3/14n4)
➡ Adaptations ➡ Control unit programming.

 **Note:**

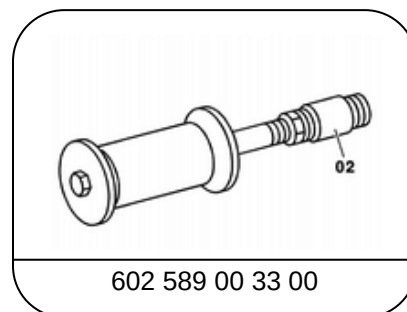
- Use DAS/Xentry 07-08/16 with all associated patches or higher.
 - Follow the steps exactly as described in DAS/Xentry.
 - Connect battery charger (battery voltage  >12.5V).
 - Ensure all electrical consumers are switched-off.
 - In the event of software/SCN update issues, contact Star Diagnosis User Help Desk. Please refer to the “pre-call” check list before contacting UHD
 - Refer to Star Diagnosis System (SDS) Best Practices Guide.
3. Follow on-screen instructions.

Special Tools

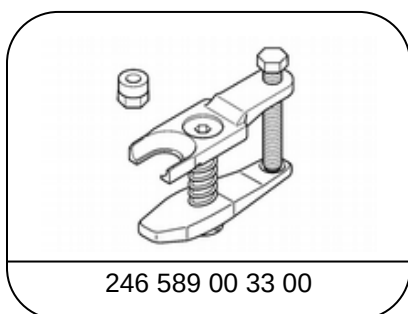

Assembly tool



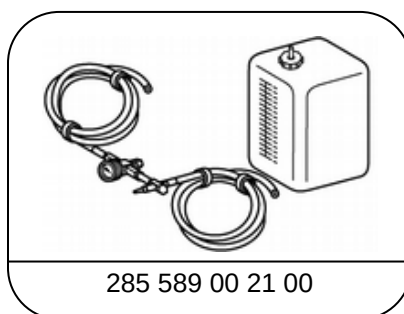
Extraction and insertion tool



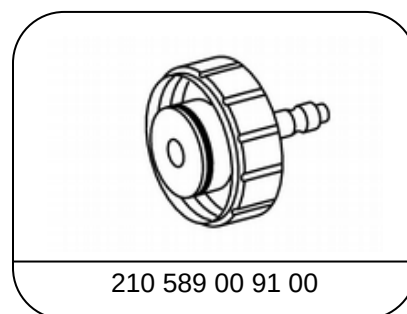
Impact extractor



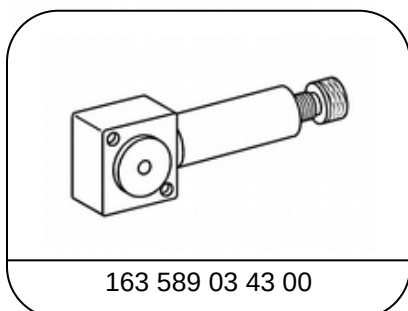
Puller



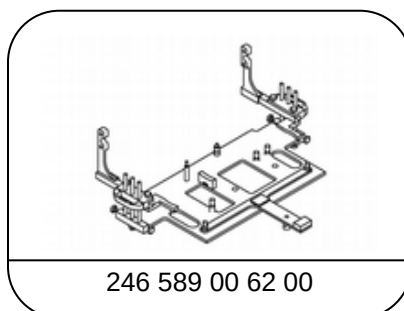
Cooler vacuum filling device



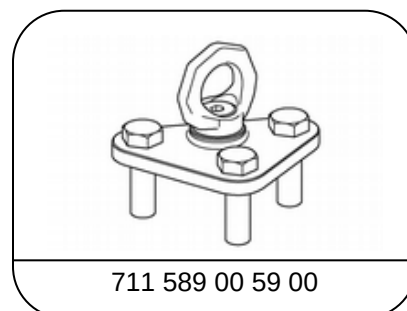
Test cap



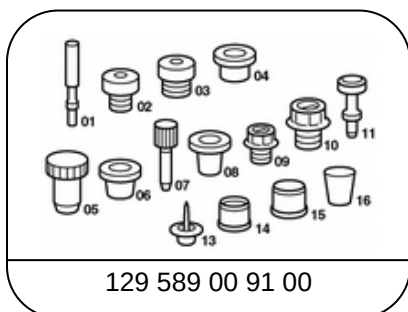
Press



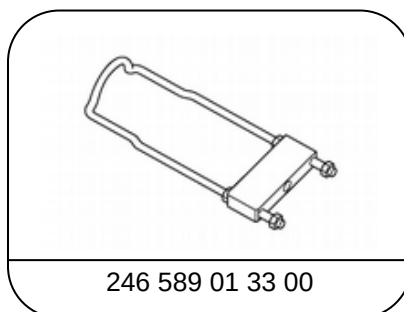
Support fixture



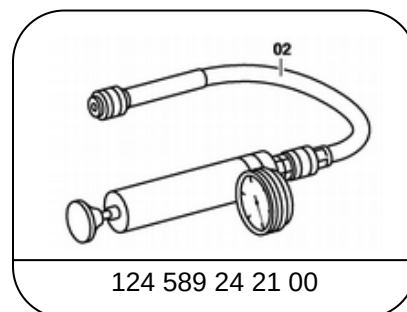
Lifting device



Record plug



Extraction tool



Pressure pump

Equipment



Rotary blitz *

* Available through our equipment provider SPX.

i **Note:** Please check referenced WIS documents for additional special tools.

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	Dual-clutch transmission complete*	A 246 370 15 03 85	100%
3	O-ring (A/C condenser line)	A 020 997 76 45	
1	O-ring (Comp. line to exp. valve line)	A 019 997 85 45	
2	Motor mount bolt	N000000 007820	
1	Fuel line clamp	A 006 997 18 90	
2	Bolt, axle shaft	A 002 990 13 03	
1	Retaining clip, right (axle shaft)	A 203 994 20 35	
1	Retaining clip, left (axle shaft)	A 003 994 51 40	
1	Exhaust clamp	A 000 995 34 33	
2	Nut, ball joint	A 005 990 50 50	

* When the dual clutch transmission is being replaced, the current part number of the dual clutch transmission should be found in VeDoc under the Major Assemblies tab and ordered.

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

Operation: Replace automatic transmission (02-9402).

Damage Code	Operation Number	Labor Time (hrs.)
27 907 01 7	02-9402	9.4

i Note

Operation Number labor times are subject to change.