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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 2016030010 Model 205 C-Class (AMG), MY 2015 – 2016 Retrofit Two Stop Plugs at Right Spare Wheel Well	DATE: April 22, 2016

IMPORTANT SERVICE CAMPAIGN LAUNCH INFORMATION

This Service Campaign is being launched today and the 1,418 affected vehicles will be flagged in VMI.

Parts – Dealers may order parts 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:

This Service Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that the stop plugs at the spare wheel well may not have been installed according to specification. It is therefore possible that water entry may occur in the area of the spare wheel well. An authorized Mercedes-Benz dealer will retrofit the stop plugs at the spare wheel well.

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

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).



Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2016030010, April 2016

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 205 (AMG), Model Years 2015 - 2016**
Retrofit Two Stop Plugs at Right Spare Wheel Well

This Service Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that the stop plugs at the spare wheel well may not have been installed according to specification. It is therefore possible that water entry may occur in the area of the spare wheel well. An authorized Mercedes-Benz dealer will retrofit the stop plugs at the spare wheel well.

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 1418 vehicles are affected.

Order No. P-SC- 2016030010

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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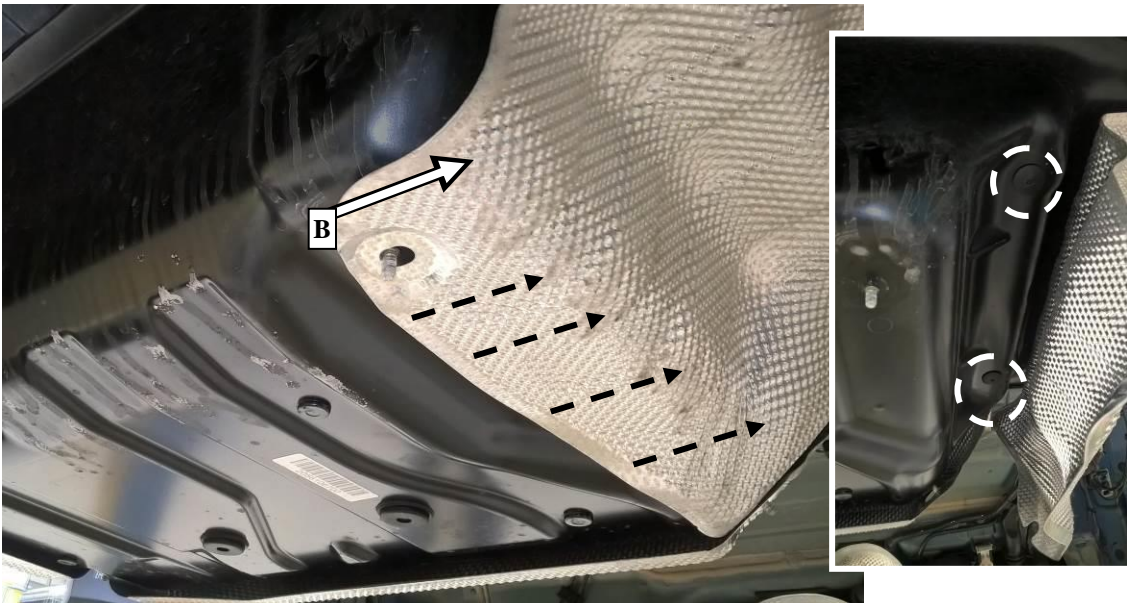
Service Campaign Bulletin


Procedure

1.  Remove lining (A, Figure 1) below spare wheel well.

**Figure 1**

2. Slightly press down shield at right (B, Figure 2) at spare wheel well.

**Figure 2**

3.  Install two missing stop plugs (C, Figure 3) at spare wheel well then reassemble in reverse order.

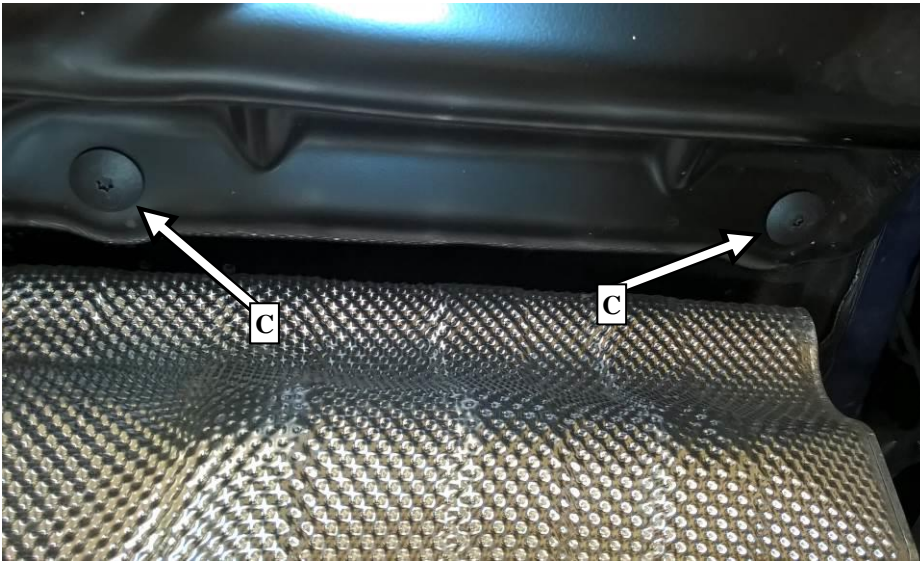


Figure 3

 **Note:**

In the event stop plugs are already installed assemble vehicle in reverse order.

 **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
As required	Stop plug	A 003 998 63 50	90%

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: Retrofit 2 stop plugs at spare wheel well (02-9340).

Damage Code	Operation Number	Labor Time (hrs.)
61 901 45 7	02-9340	0.3

i Note

Operation Number labor times are subject to change.