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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: <b>Service Campaign 2016040003</b> <b>Model 190, AMG GT-S Model Year 2016</b> <b>Check Both Rear Axle Upper Control Arms,</b> <b>Replace if Necessary</b>	DATE: August 5, 2016

## IMPORTANT SERVICE CAMPAIGN LAUNCH INFORMATION

**This Service Campaign is being launched today and the 56 affected vehicles are flagged in VMI.**

**Parts:** Parts may be ordered as required. Replacement rate is 10%.

**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 on certain GT-Class vehicles (190 platform), that both upper transverse control arms on the rear axle may possibly not correspond to the current series production configuration. An authorized Mercedes-Benz dealer will check both upper transverse control arms of the rear axle on the affected vehicles and replace them, if necessary.

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).



# Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2016040003, August 2016

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 190, Model Year 2016**  
**Check Both Rear Axle Upper Control Arms, Replace if Necessary**

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that both upper transverse control arms on the rear axle may possibly not correspond to the current series production configuration. Due to a forging error, chipping may occur at the transverse control arm bearing and lead to corrosion on the component. An authorized Mercedes-Benz dealer will check both upper transverse control arms of the rear axle on the affected vehicles and replace them, 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 56 vehicles are affected.

Order No. P-SC-2016040003

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.

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## Procedure

1.  Remove rear wheels.
2. Take a picture of the QR code sticker (A, Figure 1) on the upper rear axle control arms:
  - Clearly mark control arm installation location (R for right, L for left) in the pictures as shown.
  - Clean QR code with rag without solvent.
  - Refer to Figure 1 for example of photograph of right rear upper control arm.

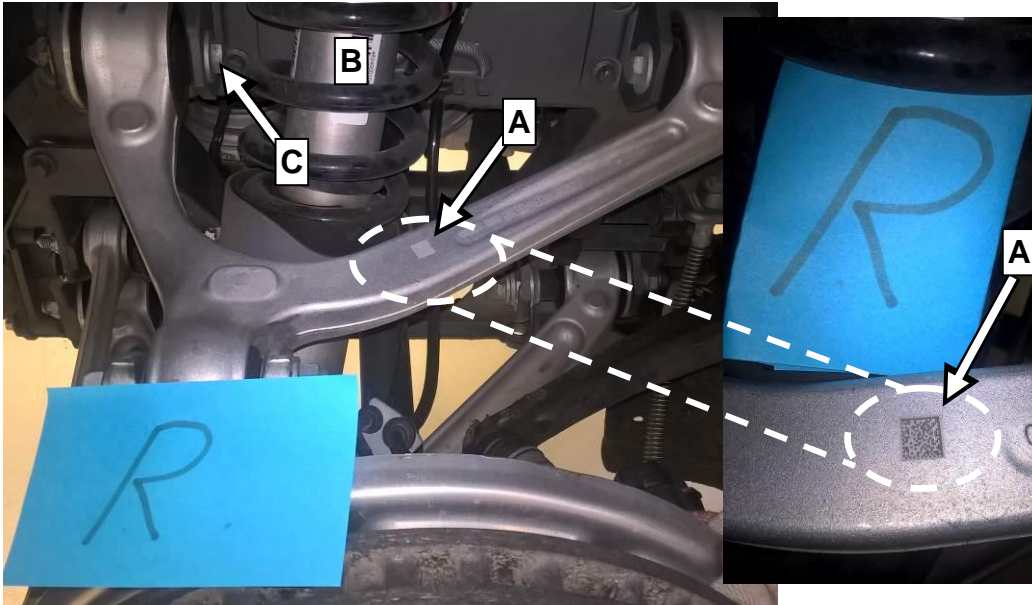






Figure 1

3. Create PTSS case:
  - Submit pictures along with VIN.
  -  **Note:**
    - Pictures submitted must be of good quality and high resolution.
    - No SDS print out is required.
    - Wait until guidance is provided by Engineering Services.
  - If Engineering Services indicates control arm(s) do not require replacement (**OK**): Reassemble in reverse order.
  -  If Engineering Services indicates control arm(s) require replacement (**NOT OK**), proceed to next step.
4.  Replace upper control arm, refer to  WIS: AR35.20-P-0121RQ.

 **Note:**

If vehicle is out of alignment specifications respond to PTSS case advising vehicle is out of alignment. Wait until guidance is provided by Engineering Services.

**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
As required	Right top transverse control arm	A 190 350 62 00	10%
As required	Left top transverse control arm	A 190 350 61 00	
As required	Hexagon head bolt, top transverse control arm to wheel carrier	N 000000 002353	
As required	Hexagon nut, transverse control arm to body	N 000000 003279	
As required	Spacer washer, top transverse control arm to body	A 008 990 44 82	
As required	Hexagon head bolt, top transverse control arm to body	N 000000 006686	
As required	Nut, transverse control arm at bottom to frame	N 000000 003277	
As required	Shim, transverse control arm to frame	A 202 333 04 76	
As required	Hexagon head bolt, transverse control arm at bottom to frame	N 000000 008169	
As required	Adjusting plate parts kit	A 197 357 06 00	
As required	Nut, strut to body	N 000000 003905	
As required	Bolt, strut to body	N 000000 000151	
As required	Nut strut to wishbone	N 000000 003281	
As required	Stabilizer link nut	N 000000 003275	
As required	Stabilizer link nut	N 000000 003276	
As required	Strut to control arm	N 000000 003275	

**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**


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**Operation:** Check 2 top transverse control arms of rear axle **Includes:** Remove wheels 02-9327

Damage Code	Operation Number	Labor Time (hrs.)
35 940 44 8	02-9327	0.6

**Repair 2**


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**Operation:** Check 2 top transverse control arms of rear axle **Includes:** Remove wheels (02-9327).  
 Replace one transverse control arm of rear axle at top (02-9328)\*  
 (Includes remove, reinstall rear strut).  
 Perform wheel alignment check Includes: Adjustment operations 02-9329

Damage Code	Operation Number	Labor Time (hrs.)
35 940 44 7	02-9327	0.6
	02-9328	1.6
	02-9329	1.1

\* This operation code can be claimed up to 2 times for the replacement of the rear upper control arm(s).

**i** Note

Operation Number labor times are subject to change.