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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 2016010009, - Model 156 (GLA), Model Year 2015 Apply Preservation Agent at Front and Rear Lower Door Hinges as well as at Lift Gate Hinges	DATE: February 12, 2016

IMPORTANT SERVICE CAMPAIGN LAUNCH INFORMATION

This Service Campaign is being launched today and the 23 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) has determined that the preservation agent at the lower door hinges at the front and rear as well as at the lift-gate hinges may not correspond to specifications. As a result, it is possible that corrosion may form at the lower door hinges at the front and rear as well as at the hinges of the lift-gate. To remedy this situation an authorized Mercedes-Benz Dealer will apply preservation agent.

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).



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Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2016010009, February 2016

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 156 (GLA), Model Year 2015**
Apply Preservation Agent at Front and Rear Lower Door Hinges as well as at Lift Gate Hinges

This service campaign has been initiated because Daimler AG (DAG) has determined that the preservation agent at the lower door hinges at the front and rear as well as at the lift-gate hinges may not correspond to specifications. As a result, it is possible that corrosion may form at the lower door hinges at the front and rear as well as at the hinges of the lift-gate. To remedy this situation an authorized Mercedes-Benz Dealer will apply preservation agent during the next workshop 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 23 vehicles are affected.

Order No. P-SC-2016010009

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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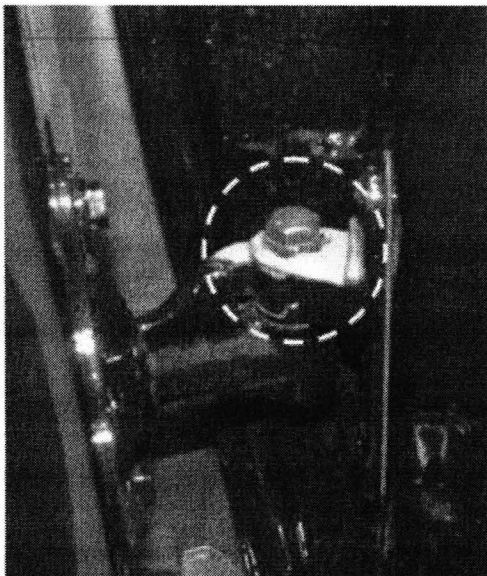
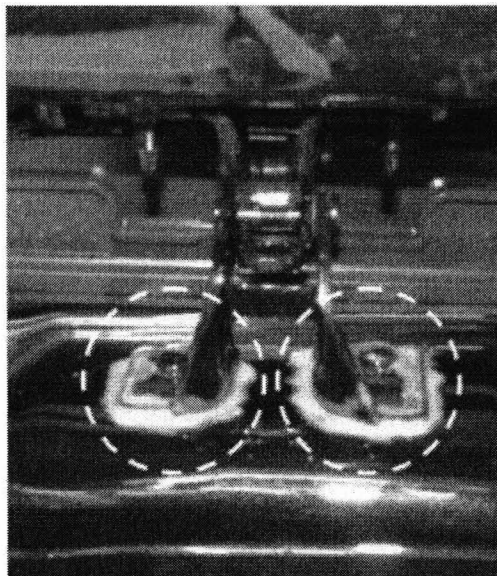
Service Campaign Bulletin

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Procedure

1. Clean areas where preservation agent is to be applied of dirt and grease using suitable cleaning agent (shop supply):
 - Contact surface of lower hinge of 2 front doors and 2 rear doors (circled, Figure 1).
 - Surface connection of tail-gate hinge to contact surface (circled, Figure 2).
2. Apply preservation agent at lower door hinges at front and rear as well as at hinges of lift-gate:

**Figure 1** (door hinge)**Figure 2** (tail-gate hinges)

- Apply preservation agent to contact surface of lower hinge of 2 front doors and 2 rear doors (circled, Figure 1).
- Apply preservation agent to surface connection of tail-gate hinge to contact surface (circled, Figure 2).

Note:

- The preservation agent is applied by hand with a thin brush. Please apply the appropriate amount of preservation agent so that it does not run down over the hinge, but rather remains only on the contact surface of the hinge.
- Remove any preservation agent that runs down.

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1 ¹⁾	Underfloor preservation agent	A 000 986 42 70 10	100%

¹⁾ 1 container is sufficient for 10 vehicles. Submit as Qty. of 0.1 on the warranty claim.



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: Apply preservation agent to bottom hinges of 2 front doors and 2 rear doors as well as 2 hinges of lift-gate (02-9473).

Damage Code	Operation Number	Labor Time (hrs.)
97 900 43 7	02-9473	0.2



Note

Operation Number labor times are subject to change.