

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Service Campaign Launch Notification Apply Preservation Agent to Jack Support Points MY19 177 (A-Class)	DATE: May 3, 2019

IMPORTANT SERVICE CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above.



Service Campaign Launch Notification		May 3, 2019
Campaign No. :	Campaign Desc. :	Apply Preservation Agent (Jack Support Points)
2019040015	19P6391001	
This is to notify you of a Service Campaign LAUNCH for certain Model Year (“MY”) 2019 A-Class (177 platform) vehicles. Affected VINs will be flagged in VMI as “OPEN” on May 3, 2019.		
Background		
Issue	Daimler AG (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2019 A-Class vehicles (177 platform), a preservation agent may not have been applied to the jack support points in accordance with production specifications, which could lead to corrosion over time.	
What We’re Doing	MBUSA will conduct a Service Campaign. An authorized Mercedes-Benz dealer will check the jack support points and apply a preservation agent if necessary.	
Parts	Parts are available and may be ordered as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2019	
Vehicle Model	A-Class	
Vehicle Populations		
Total Population	696	
Next Steps/Notes		
AOMS	This campaign may generate questions from your dealers.	
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.		



Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2019040015, May 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model A-Class (177 platform)**
Model Year 2019

Apply wax as preservation agent to jack support points

Daimler AG (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2019 A-Class vehicles (177 platform), a preservation agent may not have been applied to the jack support points in accordance with production specifications, which could lead to corrosion over time.

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 696 vehicles are affected.

Order No. P-SC-2019040015

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.

Procedure

1. Drive vehicle onto drive-on lifting platform.
i The work can also be performed above a pit.
2. Remove jack support point grommets (**4 pieces**).
i Remove the locking plug with a flat tip screwdriver



Figure 1



Figure 2 example of correct wax application

3. Rework body shell holes with wax
i Use a brush.
4. Assemble in reverse order.

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
.05*	Cavity sealing wax	A 000 986 72 70 10	100%

*Use 1 packaging unit for approx. 20 vehicles

Warranty Information

Operation: Apply wax as preservation agent to jack support points(02-2988)

Damage Code	Operation Number	Labor Time (hrs.)
63 910 01	02-2988	0.4

Includes: Remove jack support points

i **Note**
 Operation Number labor times are subject to change.