

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 MY19 A-Class (177 platform) Correct Torque of Threaded Connection	DATE: May 10, 2019

IMPORTANT SERVICE CAMPAIGN LAUNCH INFORMATION





SERVICE CAMPAIGN LAUNCH NOTIFICATION

May 10, 2019

Campaign No. :	Campaign Desc. :	Correct Torque of Threaded Connection
2019040022	19P3292010	
This is to notify you of the Service Campaign LAUNCH for certain Model Year ("MY") 2019 A-Class (177 platform) vehicles. The vehicles will be visible and flagged in VMI as "OPEN" on May 10, 2019.		
Background		
Issue	Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2019 A-Class (177 platform) vehicles, the torque of the threaded connection of the torsion bar on the left and right rear axle does not correspond to current production specifications. As a result, the threaded connection may loosen, resulting in noise.	
What We're Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will correct the torque of the threaded connection on the affected vehicles.	
Parts	Parts are not necessary as the remedy only involves a correction of the threaded connection.	
Vehicles Affected		
Vehicle Model Year(s)	2019	
Vehicle Model	A-Class	
Vehicle Populations		
Total Campaign Population	914	
Next Steps/Notes		
AOMS/SOMS	AOMs – This service 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. 2019040022, May 2019

TO: ALL MERCEDES-BENZ CENTERS

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

Correct the torque of the threaded connection on the left and right rear axle torsion bar

Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2019 A-Class (177 platform) vehicles, the torque of the threaded connection of the torsion bar on the left and right rear axle does not correspond to current production specifications. As a result, the threaded connection may loosen, resulting in noise. An authorized Mercedes-Benz dealer will correct the torque of the threaded connection 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 914 vehicles are affected.

Order No. P-SC-2019040022

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. Lift vehicle with vehicle lift.
 i For basic data, see **AR00.60-P-1006A**.
2. Remove trim (**A, figure 1**) of tie rod on rear axle at left and right.
 i Unclip and remove trim on tie rod.

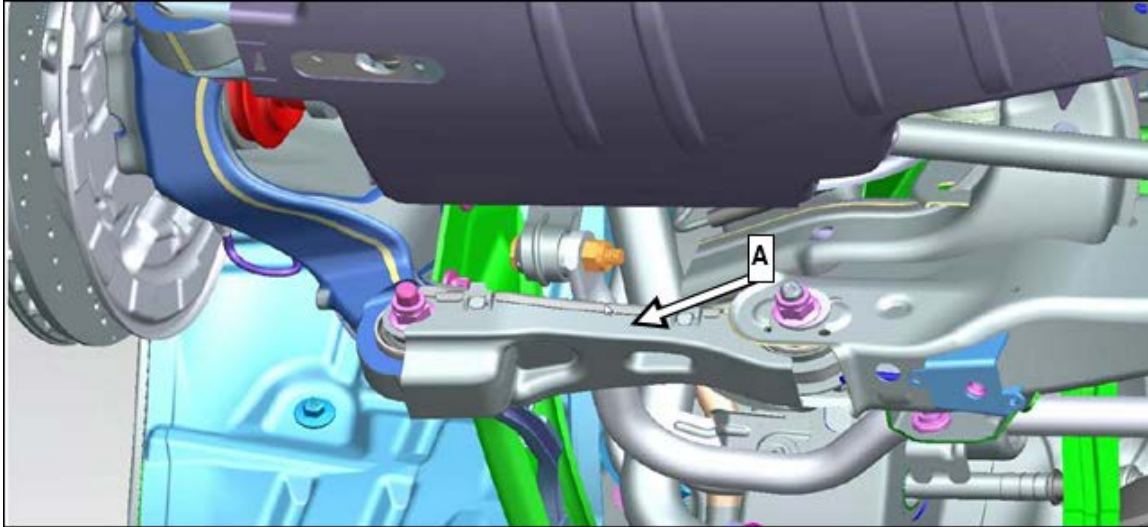


Figure 1

3. Correct torque of threaded connection of torsion bar linkage at left and right (**figure 2**).
 i The threaded connection must ***not*** be unfastened.
 i To correct the torque, a torque wrench (**B**) and a counter wrench (**C**) must be used (**figure 2**).
 i The torque of the threaded connection of the torsion bar linkage on the rear axle is **Nm** **80 +/-8**.

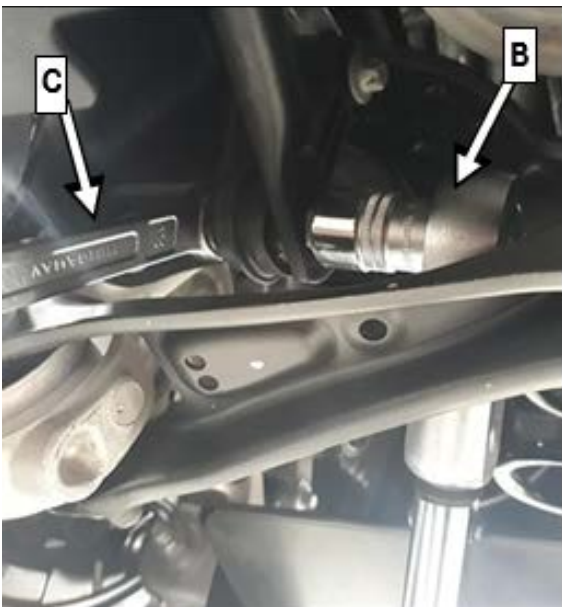


Figure 2

Warranty Information

Operation: Correct torque of threaded connection of torsion bar linkage on rear axle at left and right
(02-2975)

Damage Code	Operation Number	Labor Time (hrs.)
32 920 10 8	02-2975	0.3

i **Note**

Operation Number labor times are subject to change.