

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 MY18-19 E, GLC-Class (213, 253 platform) Retrofit Protective Grille	DATE: May 10, 2019

IMPORTANT SERVICE CAMPAIGN LAUNCH INFORMATION





SERVICE CAMPAIGN LAUNCH NOTIFICATION

May 10, 2019

Campaign No. :	Campaign Desc. :	Retrofit Protective Grille
2019040010	18P8891101	
This is to notify you of the Service Campaign LAUNCH for certain Model Year ("MY") 2018-2019 E-Class and GLC-Class (213, 253 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") 2018-2019 E-Class and GLC-Class (213, 253 platform) vehicles, the installed stone chip guard does not correspond to current production specifications. As a result, this may allow stones to contact the radiator.	
What We're Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will retrofit a protective grille on the affected vehicles.	
Parts	Parts are available and can be ordered as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2018-2019	
Vehicle Model	E-Class, GLC-Class	
Vehicle Populations		
Total Campaign Population	3104	
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. 2019040010, May 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model E-Class and GLC-Class (213, 253 platform)**
Model Year 2018-2019

Retrofit protective grille for additional cooler

Daimler AG (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2018-2019 E-Class and GLC-Class (213, 253 platform) vehicles, the installed stone chip guard does not correspond to current production specifications. As a result, this may allow stones to contact the radiator. An authorized Mercedes-Benz dealer will retrofit a protective grille 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 3104 vehicles are affected.

Order No. P-SC-2019040010

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. Remove front section of engine compartment lining.
 - i** For basic data of model 213, see **AR61.20-P-1105LWE**
 - i** For basic data of model 253, see **AR61.20-P-1105LW**
2. Unclip additional cooler with connected lines and detach downwards.
 - i** Coolant **must not** be drained.
 - i** Coolant lines **must not be** disconnected.
 - i** For basic data of model 213, see **AR20.20-P-3867MNE**
 - i** For basic data of model 253, see **AR20.20-P-3867MNG**
3. Insert protective grille from underneath (**figure 1**) and attach on left and right at corners (**figure 2**) of additional cooler.
 - i** Protective grille is mounted flush with the cooler edge.



Figure 1

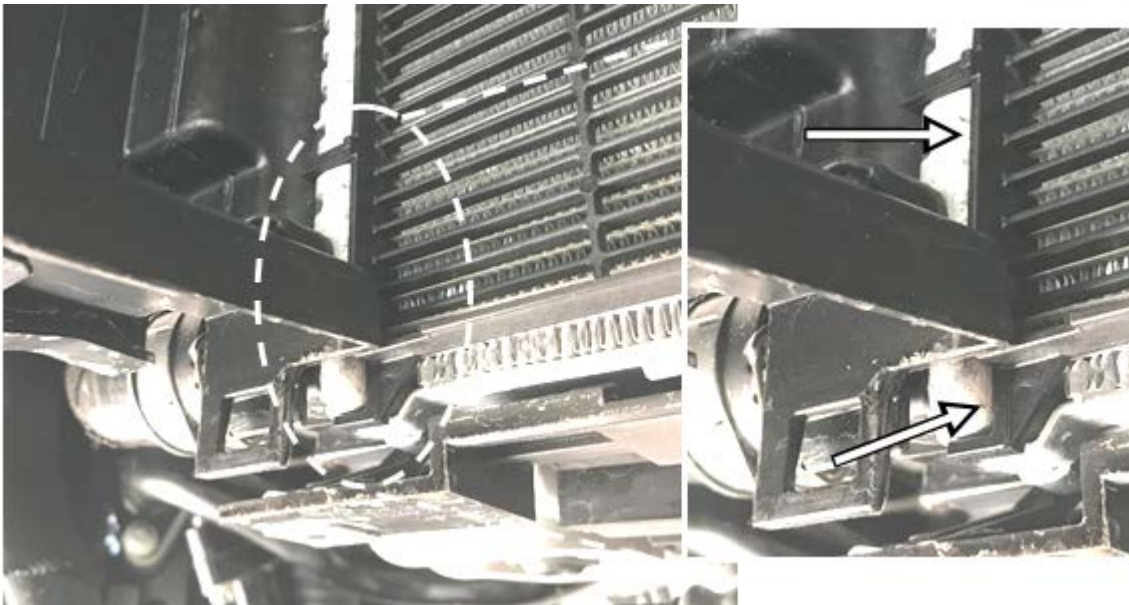


Figure 2

4. Press lugs of protective grille into slats of additional cooler (**figure 3**).

i Protective grille is then flush with additional cooler.

i There is no contact between the lugs on the protective grille and fluid pipes.



Figure 3

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Protective grille	A 099 503 01 00	100%

Warranty Information

Operation: Retrofit protective grille for additional cooler (02-2788)

Damage Code	Operation Number	Labor Time (hrs.)
88 911 01 7	02-2788 (213)	0.6
	02-2788 (253)	0.5

i **Note**

Operation Number labor times are subject to change.