

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 with RETAIL HOLD 2019040031 Launch Notification Check Tire Marking, Replace if Necessary MY19 238 (E-Class Coupe, Cabriolet)	DATE: May 3rd, 2019

IMPORTANT SERVICE CAMPAIGN WITH RETAIL HOLD INFORMATION

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

Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY19 E-Class Coupe or Cabriolet vehicles in dealer inventory covered by this notification until the vehicle has been repaired. The vehicles will be flagged as "OPEN" and Work Instructions will be available. Once the repair is complete, the vehicle may be sold or leased.

Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.

Please note that this service campaign will not expire regardless of vehicle mileage or status indicator.

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES.

Sincerely,

Gregory Gunther

Department Manager, Vehicle Compliance & Analysis



Service Campaign Launch Notification		May 3, 2019
Campaign No. :	Campaign Desc. :	Check Tire Marking, Replace if Necessary
2019040031	19P4092202	
<p>This is to notify you of the Service Campaign LAUNCH with RETAIL HOLD for certain Model Year (“MY”) 2019 E-Class Coupe and Cabriolet (238 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on May 3rd, 2019. Please note that this service campaign will not expire regardless of vehicle mileage or status indicator.</p>		
Background		
Issue	Pirelli Tire LLC (“Pirelli”), the manufacturer of the tires at issue in this Service Campaign, has informed Daimler AG (“DAG”), the manufacturer of Mercedes-Benz vehicles, that certain Pirelli P7 Cinturato tires, (size 245/45 R 18 100 Y) installed as original equipment on Mercedes-Benz E-Class Coupe and Cabriolet (238 platform) vehicles may fail to conform to the maximum permissible inflation pressure marking requirements of FMVSS 139. It is possible that the tires were marked as having a maximum inflation pressure of 340 kPa when the tire was actually designed and engineered to have a maximum inflation pressure of 350 kPa.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will check the tire marking for the correct maximum inflation pressure, and, if necessary, will replace the tires on the affected vehicles.	
Parts	Replacement tires are available and may be ordered as necessary via Dealer Tire. See bulletin for ordering requirements.	
Vehicles Affected		
Vehicle Model Year(s)	2019	
Vehicle Model	E-Class Coupe and Cabriolet	
Vehicle Populations		
Total Campaign Population	39	
Total Vehicles in Dealer Inventory	27	
Next Steps/Notes		
Retail Hold	<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY19 E-Class Coupe/Cabriolet vehicles in dealer inventory covered by this notification until the vehicle has been repaired. The vehicles will be flagged as “OPEN” and Work Instructions will be available. Once the repair is complete, the vehicle may be sold or leased.</p> <p>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p>	
AOMS/SOMS	AOMs – This campaign may generate questions from your dealers. Please forward this notice to your dealers ASAP.	
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. 2019040031, May 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model E-Class Coupe (238 platform)**
Model Year 2019

Check tires and replace if necessary

Pirelli Tire LLC ("Pirelli"), the manufacturer of the tires at issue in this Service Campaign, has informed Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, that certain Pirelli P7 Cinturato tires, (size 245/45 R 18 100 Y) installed as original equipment on Mercedes-Benz E-Class Coupe and Cabriolet (238 platform) vehicles may fail to conform to the maximum permissible inflation pressure marking requirements of FMVSS 139. It is possible that the tires were marked as having a maximum inflation pressure of 340 kPa when the tire was actually designed and engineered to have a maximum inflation pressure of 350 kPa. To comply with federal stop-sale regulations, vehicles flagged by this campaign will have the affected tires replaced.

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 40 vehicles are affected.

Order No. P-SC-2019040031

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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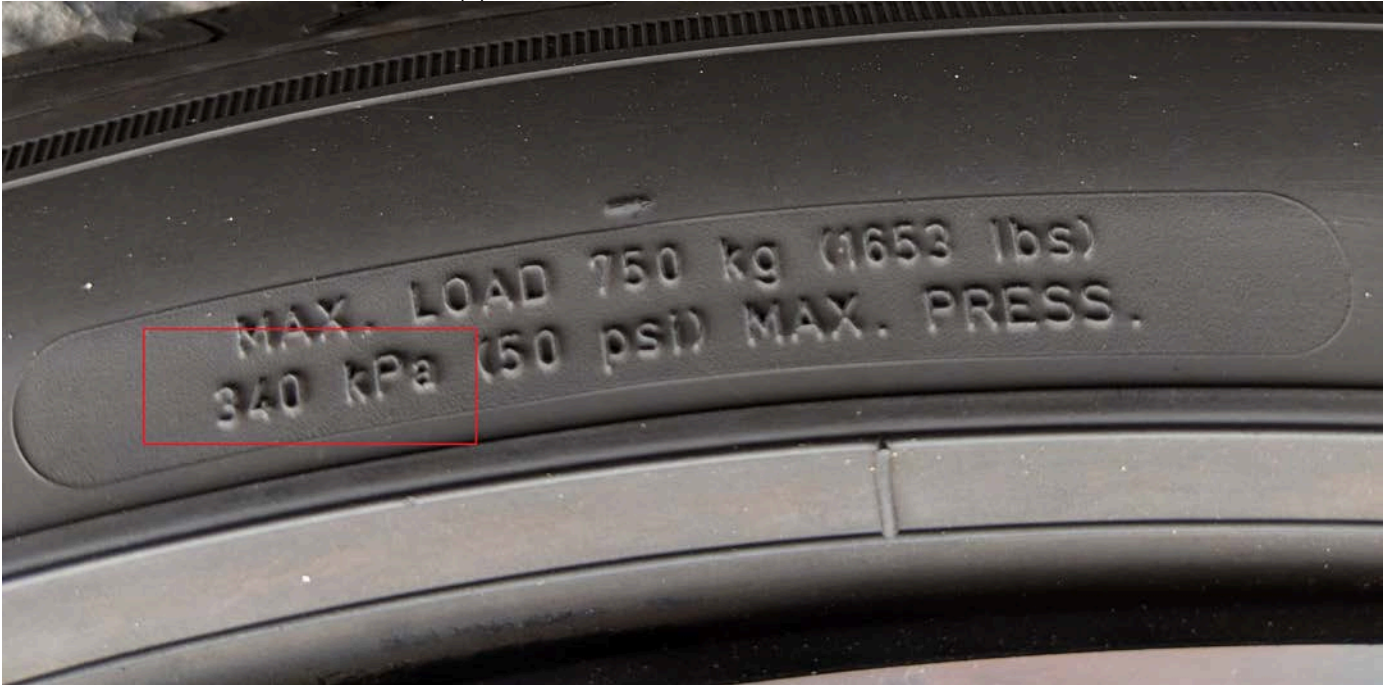
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Check/test

1. Confirm tires of the manufacturer **Pirelli** model **Cinturato P7** with the dimension **245 /45 R18 100Y XL MOE** are installed on the vehicle.
2. Check tire sidewall marking for max tire pressure(**figure 1**). If 340 KPa is indicated Perform work procedure(a). If 350 KPa is indicated end measure(b).

**Figure 1**

- a. Tires installed with 340 KPa: Perform **work procedure**.
- b. Tires **not** installed or **350 KPa**: **End measure**.

Work procedure

1. Replace tires with dimension **245/45 R18 100Y XL MOE**.
 - i** Tires must be replaced in pairs (**both front tires**).
 - i** For basic data, see **AR40.10-P-1030EW**.
 - i** Render the old tires unusable. (**see Tire Drilling Process**)

Tire Drilling Process:**Tools Needed:**

1. High Output Drill



2. Uni-Drill Bit

**Steps:**

1. Drill a hole into the sidewall of tire until the bit goes completely through. Once this has been completed it will create a hole in the tire which will be unrepairable.
2. This process must be completed before the tire is returned.

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
As required*	Pirelli Cinturato P7 245 /45 R18 100Y XL	BQ8402264	100%

Place backorders via Dealer Tire using the full VIN as the PO. Dealer Tire will release inventory when it becomes available in or near your facing DC. Orders must be placed on a per vehicle basis by VIN and may not be combined on one line.

Warranty Information**With Check**

Operation: Check tires (02-3670)

Damage Code	Operation Number	Labor Time (hrs.)
40 922 02 8	02-3670	0.1

With Check and Replace

Operation: Check tires (02-3670)
Replace 2 tires (02-3671)

Damage Code	Operation Number	Labor Time (hrs.)
40 922 02 7	02-3670	0.1
	02-3671	1.5

Includes: remove/install 2 wheel and tire assemblies; extra work for: remove/install 2 wheel and tire assemblies for installation with wheel lift dolly; install 2 tires; extra work for install 2 tires with run-flat tires; balance 2 wheel and tire assemblies; extra work for: balance 2 wheel and tire assemblies: install balance weights onto rim; activate tire pressure monitoring system (TPM), Tire Drilling Process.

**Note**

Operation Number labor times are subject to change.