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| 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 Perform Cavity Preservation MY19 253 (GLC-Class) | DATE: January 10, 2020 |

IMPORTANT SERVICE CAMPAIGN INFORMATION

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

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



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|--|---|------------------------------------|
| Service Campaign Launch Notification | | January 10, 2020 |
| Campaign No. : | Campaign Desc. : | Perform Cavity Preservation |
| 2019090013 | 19P7290003 | |
| This is to notify you of the Service Campaign Launch to perform cavity preservation on 4061 Model Year (“MY”) 2019 GLC-Class (253 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on January 10, 2020. | | |
| Background | | |
| Issue | Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 19 GLC-Class (253 platform) vehicles, the cavity preservation coating on the front and rear doors might not meet current production specifications. | |
| What We’re Doing | MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will perform aftermarket application of cavity preservation on the affected vehicles. | |
| Parts | The remedy is available and can be performed. | |
| Vehicles Affected | | |
| Vehicle Model Year(s) | 2019 | |
| Vehicle Model | GLC-Class | |
| Vehicle Populations | | |
| Total Campaign Population | 4061 | |
| Next Steps/Notes | | |
| 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. 2019090013, January 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **GLC-Class (253 platform)**
Model Year 2019

Perform Cavity Preservation

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 19 GLC-Class (253 platform) vehicles, coating of cavity preservation of the front and rear doors might not meet current production specifications. An authorized Mercedes-Benz dealer will apply cavity preservation on the affected vehicles.

Prior to performing this Recall Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired. Always Check VMI for any open campaigns, and perform accordingly.
- **VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle. Always check for any other open campaigns, and perform accordingly.**
- Please review the entire Recall Campaign bulletin and follow the repair procedure exactly as described.

Approximately 4061 vehicle is affected.

Order No. P-SC-2019090013

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.

Work procedure

i Perform scope of work on all 4 doors.

1. Remove door module.

i For basic data for the front door, see **AR72.10-P-0900LW**.

i For basic data for the rear door, see **AR72.12-P-0103LW**.

i The electrical connectors (**A, figure 1**) of the door module are **NOT** to be separated. Thus, contrary to WIS/AR document, the ground line of the on-board electrical system battery does not need to be disconnected/connected.

i Set the door module with electrical connectors connected next to the door during the cavity preservation that is to be performed!



Figure 1

2. Perform application of cavity preservation in the areas of the side impact protection (**figures 2 to 4**) and at the beltline (**figure 5, in the door**).

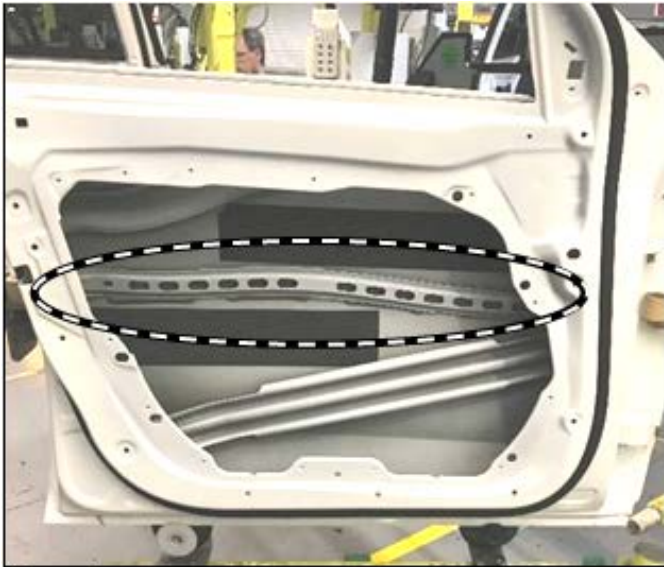


Figure 2

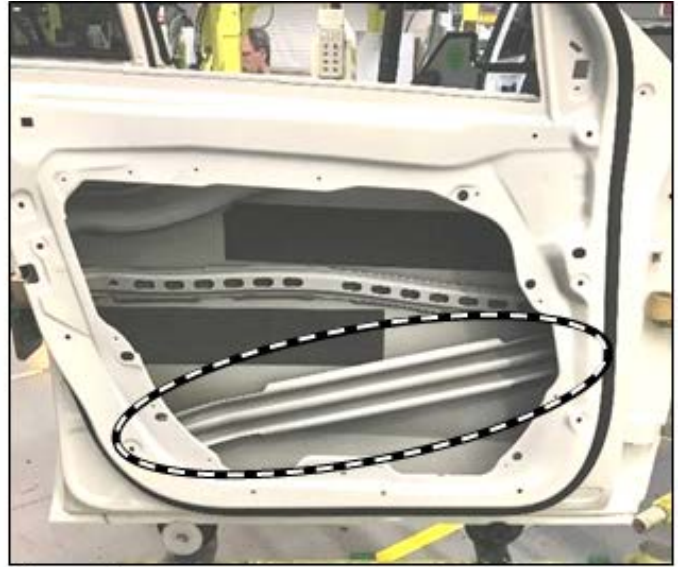


Figure 3

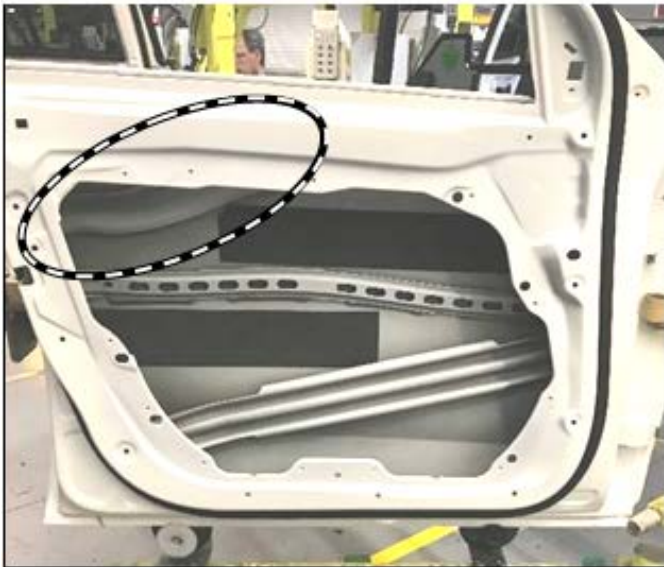


Figure 4

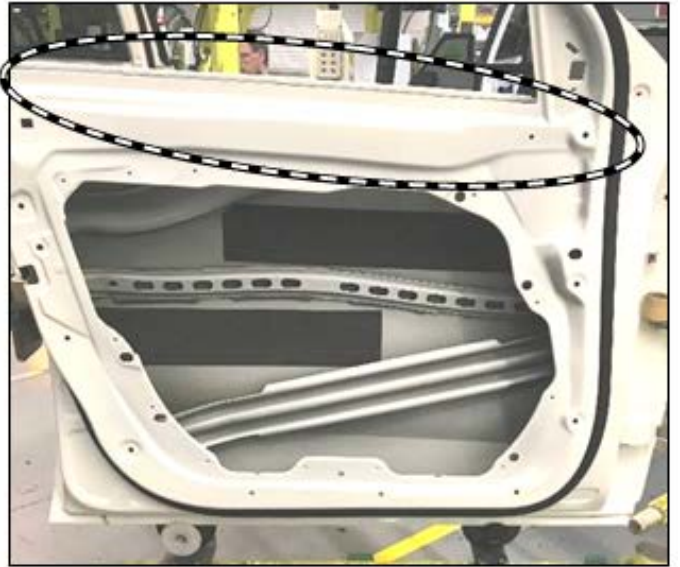


Figure 5

3. Assemble in reverse order.

Primary Parts Information

| Qty. | Part Name | Part Number |
|------|---------------------|--------------------|
| 1 | Cavity preservation | A 000 986 72 70 10 |

- i** Small parts such as screws, lock nuts, sealing rings, cable ties, fluids, sealant, etc. are not listed in the parts list. The required small parts are taken into account in the budgeting.

Warranty Information

Operation: Perform aftermarket application of cavity preservation to front and rear doors (02-1343)

Includes: Remove/install door trims of all doors; remove/install door modules of all doors

| Damage Code | Operation Number | Labor Time (hrs.) |
|-------------|------------------|-------------------|
| 72 900 03 7 | 02-1343 (213) | 3.7 |
| | 02-1343 (253) | 3.5 |

i **Note**

Operation Number labor times are subject to change