

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 2020040022 Launch Notification](#)
MY19 238 (E-Class) Right Drip Rail Retaining Tabs

Date: May 22, 2020

IMPORTANT NEW SERVICE CAMPAIGN LAUNCH INFORMATION

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



Campaign No. :	Campaign Desc. :	Right Drip Rail Retaining Tabs
2020040022	20P9790014	
This is to notify you of a Service Campaign launch regarding the right drip rail retaining tabs on 465 Model Year 2019 238 (E-Class) vehicles. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as "OPEN" on May 22, 2020.		
Background		
Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year 2019 E-Class (238 platform) vehicles, the right drip rail retaining tabs may need to be reworked.	
What We're Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will check the right drip rail on the affected vehicles and rework if necessary.	
Parts	Parts are available and can be ordered as necessary.	
Vehicle Model Year(s)	2019	
Vehicle Model	E-Class	
Vehicle Populations		
Total Campaign Population	465	
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.		

