

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 2020070012 Launch Notification](#)
MY20 213 (E-Class) Check Front Right Inner Door

Date: July 31, 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. :	Check Front Right Inner Door
2020070012	20P9790015	
<p>This is to notify you of a Service Campaign launch regarding check front right inner door on ZZ Model Year ("MY") 2020 213 (E-Class) vehicles. Affected VINs will be flagged in VMI as "OPEN" on July 31, 2020.</p>		
Background		
Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz, has determined that on certain Model Year ("MY") 2020 E-Class (model series 213) the front right inner door panel does not correspond with our specifications in the vehicles of the above-mentioned model series transferred to you. The possibility exists that a crack has occurred at the inner section of the front frame area of the right front door.	
What We're Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will check the Front Right Inner Door and rework if necessary.	
Parts	Parts are available and can be ordered as necessary.	
Vehicle Model Year(s)	2020	
Vehicle Model	E-Class	
Vehicle Populations		
Total Campaign Population	77	
Next Steps/Notes		
AOMS/SOMS	AOMs – This Service Campaign may generate questions from your dealers.	
<p>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.</p>		

