

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 Replace Mufflers MY19 205 (C-Class)	DATE: October 15, 2021

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



Service Campaign Launch Notification		October 15, 2021
Campaign No. :	Campaign Desc. :	Replace Mufflers
2021080014	21P1493108	
<p>This is to notify you of the Service Campaign Launch to replace the rear mufflers in 23 Model Year (“MY”) 2019 C-Class (205 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on October 15, 2021.</p>		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain Model Year (“MY”) 2019 C-Class (205 platform) vehicles, the sound level of the mufflers may not correspond to internal specifications.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer replace the left and right mufflers.	
Parts	The Remedy is available and can be performed as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2019	
Vehicle Model	C-Class	
Vehicle Populations		
Total Campaign Population	23	
Next Steps/Notes		
AOMS/SOMS	AOMs – This 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>		



Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2021080014, October 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model C-Class (205 platform)**
Model Year 2019

Replace Mufflers

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz, has determined that on certain Model Year (“MY”) 2019 C-Class (205 platform) vehicles, the sound level of the mufflers may not correspond to internal specifications. MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer replace the left and right mufflers.

Prior to performing this Campaign:

- **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 Campaign bulletin and follow the repair procedure exactly as described.

Approximately 23 vehicles are affected.

Order No. P-SC-2021080014

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Record

Service Campaign Bulletin

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Replacing Mufflers

Model 205.0/3/4 with M177


Work Procedure


1. Replace left and right rear mufflers.
 For basic data, see **AR49.10-P-4952MNA**.

Primary Parts Information

Qty.	Part Name	Part Number
As required (1)*	Left rear muffler W205	A 205 490 47 04
As required (1)*	Right rear muffler W205	A 205 490 48 04
As required (1)*	Left rear muffler C/A 205	A 205 490 51 04
As required (1)*	Right rear muffler C/A 205	A 205 490 52 04


* The replacement parts must be determined according to the equipment variant for the vehicle identification number via the parts process in the Xentry Portal.

 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.

 **Note:** The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information

Damage Code	Operation Number	Description	Labor Time (hrs.)
14 931 08	02-0643	Replace left and right rear mufflers models 205.0/3 Includes: Extra work for: Replace the rear muffler on vehicles with exhaust gas flaps	1.2
	02-0643	Replace left and right rear mufflers model 205.4 Includes: Extra work for: Replace rear muffler on vehicles with exhaust flaps; remove/install left, right, and center rear underfloor paneling; remove/install diagonal struts	2.2

 **Note:** Always check ASRA for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.