

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: <b>Emission Service Campaign 2021050013 Launch Notification</b> <b>Replace Emission Control Information Label MY19 (E-Class, CLS-Class)</b>	DATE: August, 13 2021

## IMPORTANT NEW EMISSION SERVICE CAMPAIGN 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



<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Replace Emission Control Information Label (E-Class, CLS-Class)</b>
2021050013	21P5891710	
<p>This is to notify you of a Emission Service Campaign launch regarding the replacement of the Emission Control Information Label on <b>73</b> Model Year ("MY") 2019 (213, 238, 257 platforms) vehicles. Affected VINs will be flagged in VMI as "OPEN" on <b>August 13, 2021</b>.</p>		
<b>Background</b>		
<b>Issue</b>	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2019 AMG E-Class (213 platform), AMG E-Class Coupe/Convertible (238 platform), AMG CLS-Class (257 platform) and CLS-Class (257 platform) vehicles, the Emission Control Information Label does not correspond with valid vehicle specifications. As a result, customers may encounter issues during the vehicle registration or inspection process.	
<b>What We're Doing</b>	MBUSA will conduct an Emission Service Campaign in which an authorized Mercedes-Benz dealer will inspect and replace the Emission Control Information Label on the affected vehicles.	
<b>Parts</b>	Parts are available and may be ordered as necessary.	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2019	
<b>Vehicle Model</b>	E-Class/CLS-Class	
<b>Vehicle Population</b>		
<b>Total Campaign Population</b>	73	
<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. 2021050013, August 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models various**  
**Model year 2019**

## **Replace Emission Control Information Label**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2019 AMG E-Class (213 platform), AMG E-Class Coupe/Convertible (238 platform), AMG CLS-Class (257 platform) and CLS-Class (257 platform) vehicles, the Emission Control Information label does not correspond with valid vehicle specifications. As a result, customers may encounter issues during the vehicle registration or inspection process.

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 73 vehicles are affected.

Order No. P-SC-2021050013

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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## Replace Emission Control Information label

Model 213, 238, 257

### Work procedure

1. Open hood.
2. Replace the Emission Control Information label (**Figure 1**) on hood.
  - i** The new label must contain the text "**TWC(2)**" (**Figure 1**)!
  - i** For model 213 - bonding position 3.3, (**Figure 2**).
  - i** For model 238 - bonding position 3.3, (**Figure 3**).
  - i** For model 257 - bonding position 3.1, (**Figure 4**).
  - i** Remove old label by using a heat gun.
  - i** Contamination and adhesive residues from the old label must be removed via a thorough cleaning.

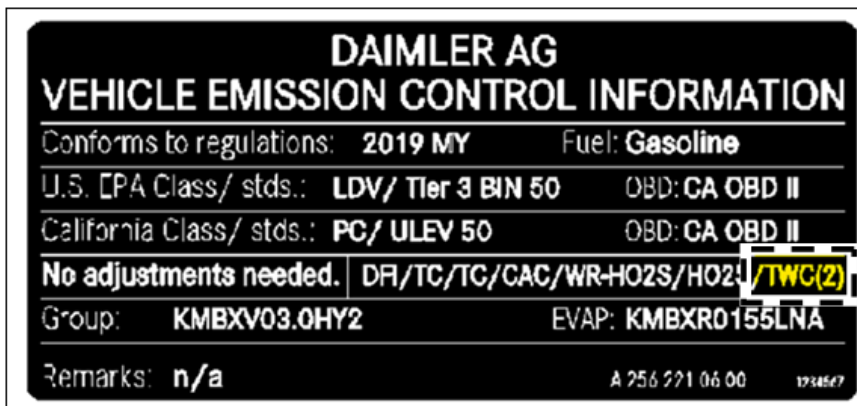


Figure 1



Figure 2 (Model 213)

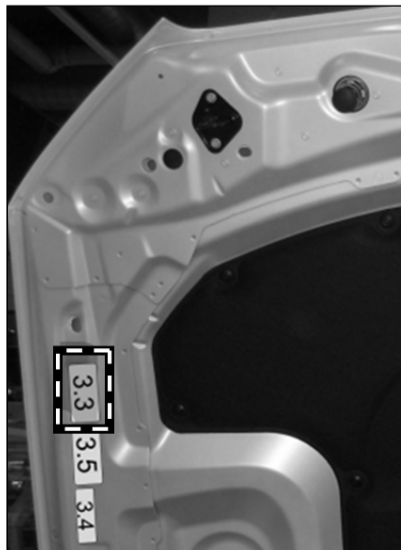


Figure 3 (Model 238)



Figure 4 (Model 257)

### Primary Parts Information

Qty.	Part Name	Part Number
As required (1)	Emission control information label for model 238	A 256 221 06 00
As required (1)	Emission control information label for model 213	A 256 221 08 00
As required (1)	Emission control information label for model 257 ( <b>Except</b> model 257.361)	A 256 221 09 00
As required (1)	Emission control information label for model 257.361	A 256 221 07 00

#### Note:

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

#### Warranty Information

**Operation: (02-0962)** Replace emission control information label

Damage Code	Operation Number	Labor Time (hrs.)
58 917 10	02-0962	0.1

#### 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.