

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 Install Rivets on Cross-member above Rear Axle MY23 C-Class (206 platform)	DATE: June 30, 2023

IMPORTANT SERVICE CAMPAIGN LAUNCH

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES (1-800-367-6372).

Sincerely,

Gregory Gunther

Department Manager, Vehicle Compliance & Analysis



Service Campaign Launch Notification		June 30, 2023
Campaign No. :	Campaign Desc. :	Install Rivets on Cross-member above Rear Axle
2023060008	23P6190208	
<p>This is to notify you of the Service Campaign Launch to install rivets on the cross-member above the rear axle on 727 Model Year (“MY”) 2023 C-Class (206 platform) vehicles. The vehicles will be visible and flagged in VMI as “OPEN” on June 30, 2023.</p>		
Background		
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2023 C-Class (206 platform) vehicles, the adhesive seam on the cross-member in the rear area does not correspond to current specifications. As a result, noise may occur in the rear area of the vehicle while driving and the body may be subjected to greater stress in this area.	
What We’re Doing	MBUSA will conduct a service campaign. An authorized Mercedes-Benz dealer will install rivets on the cross-member above the rear axle on the affected vehicles.	
Parts	The remedy is available and can be performed as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2023	
Vehicle Model	C-Class	
Vehicle Populations		
Total Campaign Population	727	
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. 2023060008, June 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model C-Class (206 platform)**
Model Year 2023

Install Rivets on Cross-member above Rear Axle

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2023 C-Class (206 platform) vehicles, the adhesive seam on the cross-member in the rear area does not correspond to current specifications. As a result, noise may occur in the rear area of the vehicle while driving and the body may be subjected to greater stress in this area. An authorized Mercedes-Benz dealer will install rivets on the cross-member above the rear axle on the affected vehicles.

Prior to performing this Campaign:

- **VMI must 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 727 vehicles are affected.

Order No. P-SC-2023060008

Service Campaign Bulletin

Service Campaign Bulletin

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Service Campaign Bulletin

Install Rivets on Cross-member above Rear Axle

Work Procedure

1. Remove rear seat cushion padding.
 - i For basic information, see: AR91.12-P-1022WT.
2. Remove seat backrest in rear passenger compartment completely.
 - i For basic information, see: AR91.12-P-1713WT (**except** code 287 (Through-loading feature)).
 - i For basic information, see: AR91.12-P-1723WT (**with** code 287 (Through-loading feature)).
3. Remove trunk lining.
 - i For basic information, see: AR68.30-P-4602WT (**except** code ME10 (Hybrid vehicle (plug-in, PHEV))).
 - i For basic information, see: AR68.80-P-6000WT (**with** code ME10 (Hybrid vehicle (plug-in, PHEV))).
4. Perform power disconnect for high-voltage on-board electrical system.
 - i For basic information, see: AR47.70-P-1010AMC (**with** code ME10 (Hybrid vehicle (plug-in, PHEV))).
5. Mark rivet holes on cross-member (**A**, Figure 1).
 - i Mark positions 1 and 2.

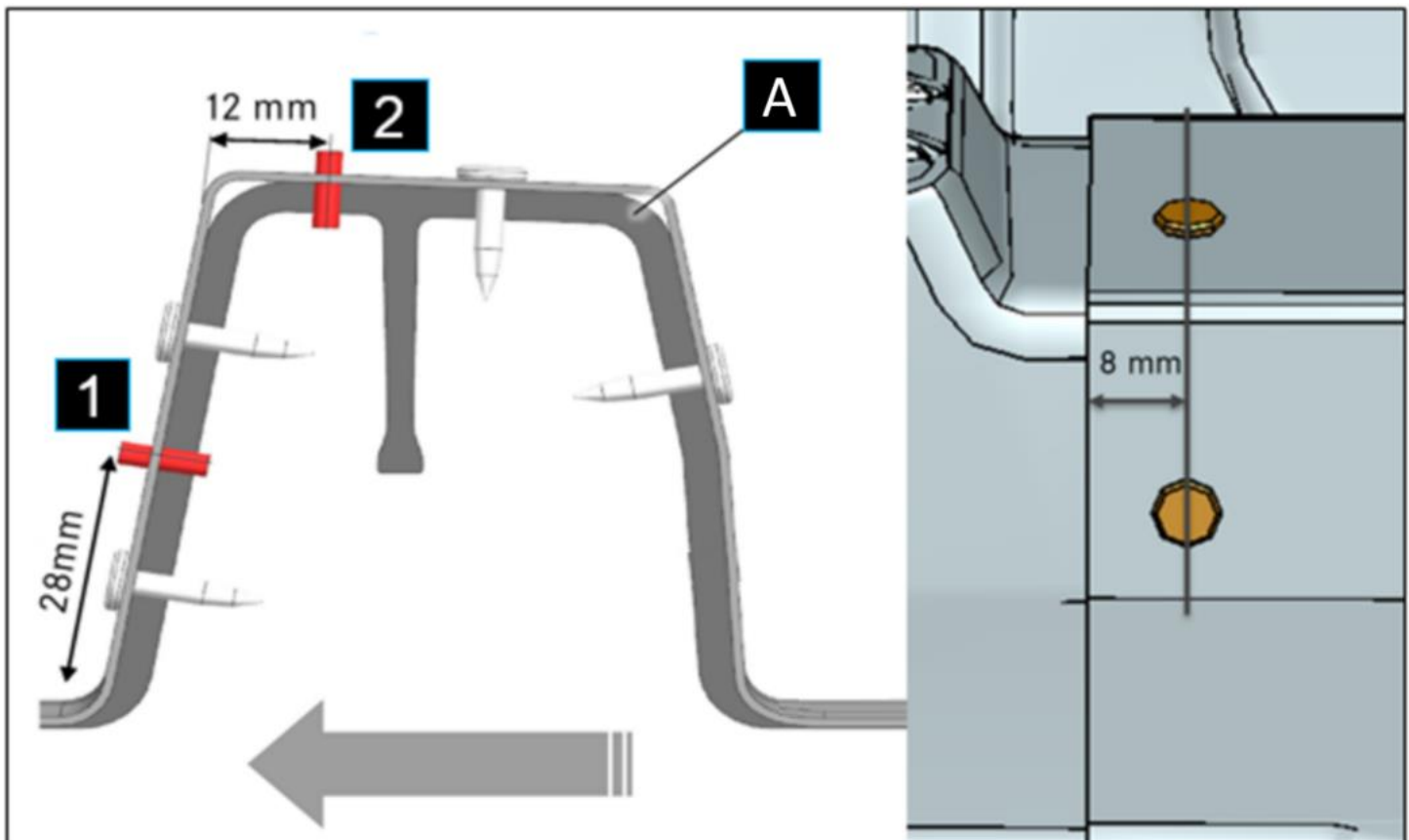


Figure 1

6. Drill 6.7 mm rivet holes and deburr.
7. Clean rivet holes and surrounding area.

8. Rivet cross-member (**A, Figure 2**) with riveting machine at positions 1 and 2 (**Figure 2 and 3**).

- i Riveting tool with a pulling force greater than 19kN as per rivet specification is needed.
- i Dip each rivet into primer first.
 - a. Use 6.5 mm x 14.5 mm rivets (A 004 990 17 97) in positions 1.
 - b. Use 6.5 mm x 12.5 mm rivets (A 004 990 16 97) in positions 2.

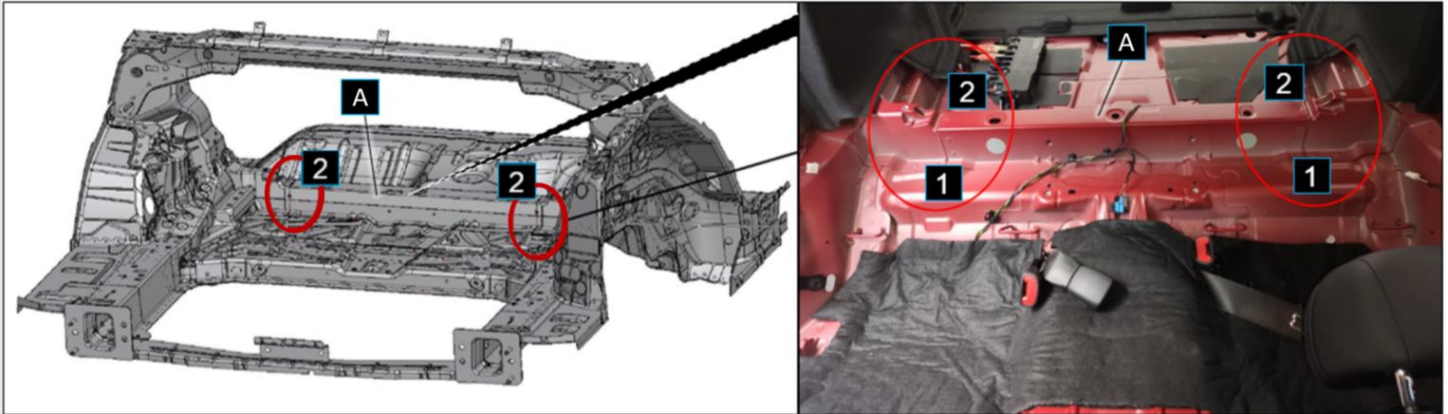


Figure 2

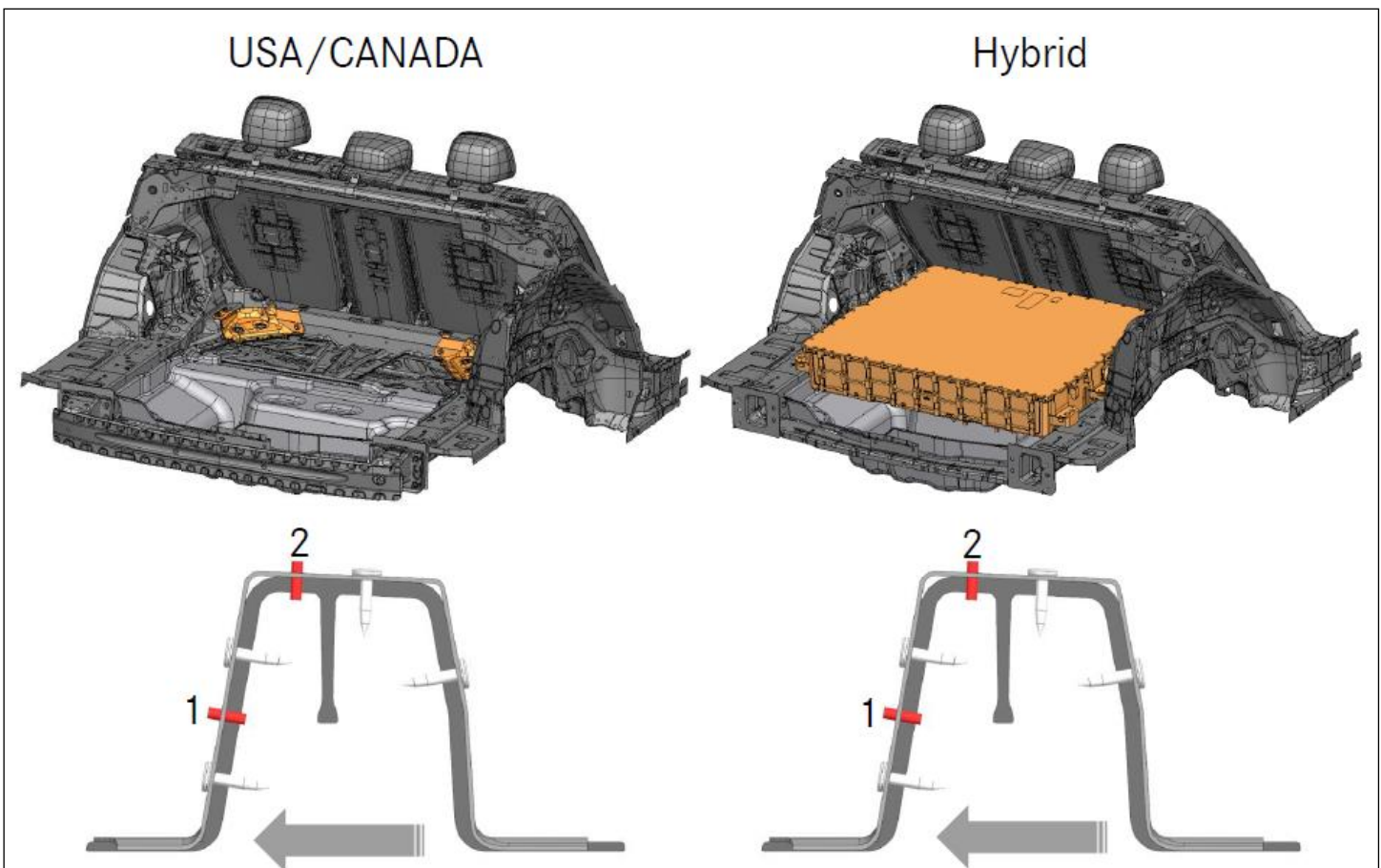


Figure 3

9. Assemble in reverse order.

Primary Parts Information

Qty.	Part Name	Part Number
2	Blind rivet	A 004 990 16 97
2	Blind rivet	A 004 990 17 97

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.

i **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.)
61 902 08	12-1703	Operations: Position rivets on cross-member above rear axle Includes: Remove/install seat cushion padding and seat backrest for rear seat, remove/install trim in front of trunk	1.2
	12-1704	Operations: Extra work for: Position rivets on cross-member above rear axle in vehicles with code 287 Includes: Remove/install left and right rear seat backrest outer parts, remove/install seat backrest for center rear seat	0.3
	12-1705	Operations: Extra work for: Position rivets on cross-member above rear axle in vehicles with code ME10 Includes: Perform power disconnect of high-voltage on-board electrical system	0.3

i **Note:** Always check Xentry Operation Time (XOT) for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.